**Workforce Services**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - First Contact Resolution**

| Customer Company | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|
| Workforce Services | 1<br>0 | 12<br>0 | 1,761<br>752 | 23<br>4 | 1,797<br>756 |
| **Customer Company Total** | 1<br>0 | 12<br>0 | 1,761<br>752 | 23<br>4 | 1,797<br>756 |

**Workforce Services**

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Inital Response**

| Customer Company | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|
| Workforce Services | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0 | 1 | 138 | 2 | 141 |
| **Customer Company Total** | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0 | 1 | 138 | 2 | 141 |

**Workforce Services**

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**
**Bottom Number -Average time in hours**

| Customer Company | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|
| Workforce Services | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0.00 | 0.26 | 2.85 | 0.24 | 2.80 |
| **Customer Company Total** | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0.00 | 0.26 | 2.85 | 0.24 | 2.80 |

# Enterprise Incident Report

**A**s of **10/4/2010**

## Workforce Services

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Resolution**

| Customer Company | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|
| Workforce Services | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0 | 0 | 61 | 0 | 61 |
| **Customer Company Total** | 1 | 12 | 1,761 | 23 | 1,797 |
| | 0 | 0 | 61 | 0 | 61 |

**Workforce Services**

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**
**Bottom Number - Average time in hours**

| Customer Company | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|
| Workforce Services | 1<br>0.00 | 12<br>0.33 | 1,761<br>2.85 | 23<br>0.67 | 1,797<br>2.80 |
| **Customer Company Total** | 1<br>0.00 | 12<br>0.33 | 1,761<br>2.85 | 23<br>0.67 | 1,797<br>2.80 |

**Workforce Services**

## Detail

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000141746 | Janet Romo | Application | None | None | | TIR Missed: No | TIR: | 334.71 |
| Application Support - CATS IV | Kent Stewart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 334.71 |
| INC000000149637 | Jolie Bevers | None | None | None | | TIR Missed: No | TIR: | 248.62 |
| BMI Support | Boyd Mortensen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 248.62 |
| INC000000151161 | Doug Larsen | Application | Error | None | | TIR Missed: No | TIR: | 230.08 |
| Application Support - CUBS | Clay Peacock | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 230.08 |
| INC000000152294 | Darren Rogers | Application | None | None | | TIR Missed: No | TIR: | 2.70 |
| Application Support - Web Dev | Chad Thompson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 2.70 |
| INC000000156006 | Laurel Morris | None | None | None | | TIR Missed: No | TIR: | 175.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 175.10 |
| INC000000157948 | Scott Smith | Application | Error | None | | TIR Missed: No | TIR: | 150.87 |
| Application Support - YODA | Greg Nelson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 150.87 |
| INC000000161318 | Robert Wade | Application | Error | None | | TIR Missed: No | TIR: | 108.31 |
| Application Support - Web Dev | Chad Thompson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 108.31 |
| INC000000162995 | Kym Ney | Application | Error | None | | TIR Missed: No | TIR: | 81.82 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 81.82 |
| INC000000165536 | Blake Minardi | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: | 47.77 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 47.77 |
| INC000000166785 | Diane Zylks | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: | 33.51 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 33.51 |
| INC000000168076 | Kamron Dalton | Application | Error | Contributions Automated Tax Sy | | TIR Missed: No | TIR: | 18.33 |
| Application Support - CATS IV | Kent Stewart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 18.33 |
| INC000000171241 | Blake Minardi | Application | Error | None | | TIR Missed: No | TIR: | 158.18 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 158.18 |
| INC000000172312 | Janet Romo | Network | Error | None | | TIR Missed: No | TIR: | 4.57 |
| Metro A Hosting | Keith Scholl | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 4.57 |
| INC000000175139 | Natalie Baird | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: | 107.51 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 107.51 |
| INC000000175882 | Darla Roberts | Telecom | None | None | | TIR Missed: No | TIR: | 0.00 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000176690 | Barbara Garcia | Network | None | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.70 |
| Network Operations | John Stevens | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.70 |
| INC000000177098 | Paul Birkbeck | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: | 49.66 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 49.66 |

## Workforce Services

| Incident | Name | Type | Category | Item | | | |
|---|---|---|---|---|---|---|---|
| INC000000177197 | Jeana Whitlock | Application | Error | Internet Explorer | | TIR Missed: No | TIR: 0.24 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.24 |
| INC000000177329 | Joe Nahas | PC/Laptop | Performance | None | | TIR Missed: No | TIR: 1.67 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 1.67 |
| INC000000177342 | Anita Pedersen | Application | Error | None | | TIR Missed: No | TIR: 233.81 |
| Application Support - Web Dev | Dave Clark | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: 233.81 |
| INC000000177556 | Roseanna Bills | Application | Error | Utah Electronic Resource and E | | TIR Missed: No | TIR: 133.69 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 133.69 |
| INC000000177815 | Kari Marler | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: 75.39 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 75.39 |
| INC000000178417 | Cindy Bertagnolli | Application | Error | None | | TIR Missed: No | TIR: 0.11 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.11 |
| INC000000179914 | Leslie Johnston | PC/Laptop | Performance | Microsoft Windows XP Professic | | TIR Missed: No | TIR: 0.02 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.02 |
| INC000000180340 | Charise Asleson | Application | Error | None | | TIR Missed: No | TIR: 44.00 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 44.00 |
| INC000000180383 | Daisha Montgomery | Application | Error | None | | TIR Missed: No | TIR: 186.83 |
| Application Support - Web Dev | Dave Clark | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: 186.83 |
| INC000000180636 | Diane Pfeifer | Telecom | None | None | | TIR Missed: No | TIR: 76.51 |
| Application Support - IVR | Janis Race-Bigelow | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 76.51 |
| INC000000180710 | Diane Pfeifer | Telecom | None | None | | TIR Missed: No | TIR: 75.80 |
| Application Support - IVR | Janis Race-Bigelow | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 75.80 |
| INC000000180942 | Kelsey Garner | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 1.11 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 1.11 |
| INC000000181088 | Kristi Manseau | Application | Error | Utah Electronic Resource and E | | TIR Missed: No | TIR: 92.28 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 92.28 |
| INC000000181092 | Diane Pfeifer | Application | None | None | | TIR Missed: No | TIR: 6.07 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 6.07 |
| INC000000181145 | Amanda McPeck | Telecom | Feature | None | | TIR Missed: No | TIR: 1.50 |
| Voice Operations | Gail Christiansen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 1.50 |
| INC000000181228 | Debra Nordfelt | Application | None | None | | TIR Missed: No | TIR: 0.34 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.34 |
| INC000000181390 | Shane Kendell | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: 32.30 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 32.30 |
| INC000000181394 | Shane Kendell | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: 45.70 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 45.70 |

## Workforce Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000181471 | Gary Kennison | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 88.19 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 88.19 |
| INC000000181501 | Diane Pfeifer | Network | Error | None | TIR Missed: No | TIR: | 66.25 |
| Application Support - DBA | Janis Race-Bigelow | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 66.25 |
| INC000000181536 | Earlene Page | Application | Error | None | TIR Missed: No | TIR: | 32.37 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 32.37 |
| INC000000181597 | Shane Kendell | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 23.27 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 23.27 |
| INC000000181607 | Kaylin Bang | None | None | Adobe Reader | TIR Missed: No | TIR: | 1.12 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.12 |
| INC000000181631 | Fran Cannard | Telecom | Call Management | Telephone | TIR Missed: No | TIR: | 1.22 |
| Voice Operations | Britany Finlay | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: | 1.22 |
| INC000000181638 | Marilyn Larsen | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000181643 | Angi Nielsen | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 1.59 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.59 |
| INC000000181654 | Ma'afala Koko | Network | None | None | TIR Missed: No | TIR: | 1.48 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: | 1.48 |
| INC000000181670 | Sarah Smith | Application | Error | Utah Works | TIR Missed: No | TIR: | 20.26 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 20.26 |
| INC000000181676 | Brodie Panter | Network | Performance | None | TIR Missed: No | TIR: | 2.34 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.34 |
| INC000000181678 | Lora Braden | Network | Performance | None | TIR Missed: No | TIR: | 1.22 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.22 |
| INC000000181700 | Diane Pfeifer | Network | Error | None | TIR Missed: No | TIR: | 65.63 |
| Application Support - IVR | Janis Race-Bigelow | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 65.63 |
| INC000000181753 | Timothy Budd | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.15 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.15 |
| INC000000181910 | Barbara Hollister | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.23 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000182013 | Julie Turner | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 82.25 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 82.25 |
| INC000000182020 | Christopher Durbin | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.80 |
| Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.80 |
| INC000000182214 | Shane Kendell | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 17.68 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 17.68 |

## Workforce Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000182215 | Shane Kendell | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 36.55 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 36.55 |
| INC000000182217 | Shane Kendell | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 36.91 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 36.91 |
| INC000000182224 | Laurie Ocobock | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 37.13 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 37.13 |
| INC000000182269 | Andrew Deifel | Telecom | Hardware | Telephone | TIR Missed: No | TIR: | 0.28 |
| Voice/Data/WAN Services | Art Scott | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.28 |
| INC000000182300 | Collin Peterson | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.37 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.37 |
| INC000000182312 | Nycole Tylka | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.34 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.34 |
| INC000000182313 | Colleen Gearheart | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 112.67 |
| Application Support - CUBS | Clay Peacock | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 112.67 |
| INC000000182388 | Karen Guymon | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 22.95 |
| Application Support - PACMIS | Janet Taylor | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 22.95 |
| INC000000182430 | Natalie Knudson | Application | None | Novell iPrint | TIR Missed: No | TIR: | 0.24 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |
| INC000000182448 | Gaylene Pebley | Server | None | None | TIR Missed: No | TIR: | 0.34 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.34 |
| INC000000182469 | Jolie Bevers | PC/Laptop | None | None | TIR Missed: No | TIR: | 5.71 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.71 |
| INC000000182471 | Renee Crayton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182482 | Jeff Dart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182485 | Alma Brotherson | PC/Laptop | Error | None | TIR Missed: No | TIR: | 2.27 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.27 |
| INC000000182497 | Peggy Duncan | Remote Connectivity | None | None | TIR Missed: No | TIR: | 0.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |
| INC000000182505 | Noelle Bradford | Network | Error | None | TIR Missed: No | TIR: | 2.15 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.15 |
| INC000000182513 | Steven Smith | Application | None | None | TIR Missed: No | TIR: | 1.65 |
| Technical Lead/Project Manager | James Kammeyer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.65 |
| INC000000182518 | Pamela Surakhun | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 2.01 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.01 |

**Workforce Services**

| INC000000182525 | Coy Jackson | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182527 | Terry MacFarlane | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.33 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.33 |
| INC000000182536 | Chris Holman | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182573 | Terry Evans | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |
| INC000000182574 | Theresa Tann | Application | Error | None | TIR Missed: No | TIR: | 6.60 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.60 |
| INC000000182581 | Rachel Gehring | Application | Reporting | None | TIR Missed: No | TIR: | 0.84 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.84 |
| INC000000182593 | Becky Kalaher | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.68 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.68 |
| INC000000182597 | Jamie Wiberg | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.08 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |
| INC000000182598 | Terry Evans | Remote Connectivity | None | None | TIR Missed: No | TIR: | 2.30 |
| Metro A Hosting | Chris Kunde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.30 |
| INC000000182600 | Rebecca D Anderson | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182603 | Clint Church | Application | Error | Content Manager | TIR Missed: No | TIR: | 5.66 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.66 |
| INC000000182614 | Noelle Bradford | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000182633 | J'Lean Burton | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.20 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000182655 | Melissa Bracken | Print/Copy/Scan/Fax | Incident | Novell iPrint | TIR Missed: No | TIR: | 0.69 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.69 |
| INC000000182662 | Kaylin Bang | PC/Laptop | Password | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000182672 | Lanelle Windley | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000182679 | Nate Olson | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.02 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |
| INC000000182694 | Terry MacFarlane | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 5.98 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.98 |

## Workforce Services

| INC000000182701 | Kerry Daniels | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182704 | Kris Bradley | None | None | None | TIR Missed: No | TIR: | 1.48 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.48 |

| INC000000182715 | Laurie Wittwer | None | None | None | TIR Missed: No | TIR: | 0.74 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.74 |

| INC000000182727 | Jacoy Richens | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182748 | Jane Gardner | Application | Error | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182783 | Sarah Welling | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.12 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000182793 | Marianne Turner | Application | None | SAP Frontend | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182802 | Melissa Crane | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182807 | Elleisha Knowlton | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 1.05 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.05 |

| INC000000182811 | Daniel Heyworth | Telecom | Feature | Telephone | TIR Missed: No | TIR: | 2.23 |
| Voice/Data/WAN Services | Art Scott | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.23 |

| INC000000182820 | Chris Nance | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.28 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.28 |

| INC000000182827 | Jeremy Stewart | Application | None | Computerized Unemployment B | TIR Missed: No | TIR: | 0.83 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.83 |

| INC000000182829 | Joe Salazar | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182837 | Shane Kendell | Application | Error | Public Assistance Case Manage | TIR Missed: No | TIR: | 14.66 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 14.66 |

| INC000000182854 | Kaylee Ashdown | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.10 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000182858 | Sarah Tolbert | None | None | None | TIR Missed: No | TIR: | 0.44 |
| Application Support - Imaging and F | Randall Ottesen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.44 |

| INC000000182862 | Sierra Roberts | Application | Error | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000182877 | Nicole Steele | Application | None | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | User | Category | Type | Item | TIR Missed | TIR | | Support Group | Assignee | Service | Priority | Status | TTR Missed | TTR | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000182882 | Tami Huntington | PC/Laptop | Password | None | No | 0.00 | | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182885 | Tami Huntington | Application | Error | Microsoft Word | No | 0.00 | | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182887 | Noelle Bradford | PC/Laptop | None | None | No | 0.39 | | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | No | 0.39 | |
| INC000000182891 | Lucy Guerrero | PC/Laptop | Hardware | None | No | 0.17 | | Metro A Desktop Support | Wayne Higgs | Workforce Services | Medium | Closed | No | 0.17 | |
| INC000000182892 | Brandi Gunnell | Application | Error | State Payroll Time Entry System | No | 0.00 | | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182893 | Mayra Gomez | PC/Laptop | None | None | No | 1.92 | | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | No | 1.92 | |
| INC000000182927 | Evelyn Brower | None | None | Novell GroupWise 32-bit Window | No | 0.00 | | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182931 | Kim Hathaway | Application | Error | Utah Electronic Resource and E | No | 71.20 | | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | Yes | 71.20 | |
| INC000000182954 | Michelle Viertel | Application | Error | Mozilla Firefox | No | 0.00 | | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182955 | Jody McMillan | PC/Laptop | None | None | No | 1.62 | | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | No | 1.62 | |
| INC000000182961 | Amber Beck | PC/Laptop | Hardware | None | No | 0.00 | | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182965 | Amber Beck | Print/Copy/Scan/Fax | Incident | None | No | 0.00 | | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182981 | Michelle Mileski | Application | Error | State Payroll Time Entry System | No | 0.37 | | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | No | 0.37 | |
| INC000000182992 | Alisa Gavaller | None | None | None | No | 0.00 | | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182994 | Ron Dunn | Application | Error | Novell GroupWise | No | 0.00 | | Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000182995 | Melissa Daymont | Application | Reporting | Cisco AnyConnect VPN Client | No | 0.82 | | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | No | 0.82 | |
| INC000000183000 | Marcel Larsen Jones | None | None | None | No | 0.00 | | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | No | 0.00 | |
| INC000000183003 | Kaylee Ashdown | Application | Error | None | No | 0.28 | | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | No | 0.28 | |

## Workforce Services

| INC000000183010 | Shelly Burleson | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183011 | Shelly Burleson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183012 | Dixie Baughman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183014 | Molly Morehouse | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183018 | Randall Ottesen | Application | Reporting | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183025 | Kris Bradley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183029 | Sharon Peake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183038 | Shelley Esplin | Telecom | CrossTalk/Noise/Static | None | TIR Missed: No | TIR: | 0.32 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.32 |
| INC000000183044 | Molly Wengreen | Application | Password | Utah Works | TIR Missed: No | TIR: | 0.56 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.56 |
| INC000000183047 | Earlene Page | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183052 | Tracie Williams | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183054 | Estefana Gutierrez | Application | Error | Content Manager | TIR Missed: No | TIR: | 2.70 |
| Metro D North Desktop Support | Kelly Warren | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.70 |
| INC000000183059 | Greg Kuhlman | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.79 |
| Operations Production Control | Cal Brinton | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.79 |
| INC000000183071 | Michelle Madrigal | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 53.78 |
| Operations Production Control | Bart Grant | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 53.78 |
| INC000000183079 | Verlin Christensen | Application | None | Utah Works | TIR Missed: No | TIR: | 0.25 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.25 |
| INC000000183081 | Leslie Johnston | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183098 | Rebecca D Anderson | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183104 | Lindsey Fowers | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Name | Category | Type | System | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000183123 | George Aguilar | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.07 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.07 |
| INC000000183124 | Connie Blaine | Application | None | Mozilla Firefox | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183147 | Laurie Ocobock | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183170 | Debbie Wilson | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183182 | June Conn-Solomon | Telecom | Call Management | None | TIR Missed: No | TIR: 0.20 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.20 |
| INC000000183203 | Katie Helm | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.35 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.35 |
| INC000000183230 | Briee Lenhart | Application | None | MMIS Data Warehouse | TIR Missed: No | TIR: 0.07 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.07 |
| INC000000183244 | Janet Jolley | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183249 | Heather M Williams | Application | None | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183279 | Joe Edman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183283 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183297 | Carol Lowman | None | None | None | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Julie Christensen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183300 | Isaac Collard | None | None | None | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Julie Christensen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183302 | Rebecca D Anderson | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183306 | Tami Huntington | Application | Error | Acrobat Reader | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183309 | Nancy Potter | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183340 | Victor Angeles | Application | Password | Utah Master Directory | TIR Missed: No | TIR: 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183347 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| Campus Networking | David Sedei | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| INC000000183347 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 0.23 |
|---|---|---|---|---|---|---|---|
| Campus Networking | David Sedei | Workforce Services | Medium | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000183361 | Brad Bonell | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |
| INC000000183374 | Diane Pfeifer | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000183388 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183392 | Lois Jones | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.63 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.63 |
| INC000000183394 | Gabriella Cubas | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183412 | Mona Delgado | Application | Error | State Payroll System | TIR Missed: No | TIR: | 0.22 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.22 |
| INC000000183435 | Brook Mecham | Application | Password | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183438 | Jamie Escobia | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.17 |
| Voice Operations | Lois Schow | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.17 |
| INC000000183444 | Kathryn Causey | None | None | None | TIR Missed: No | TIR: | 0.81 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.81 |
| INC000000183462 | Todd Jorgensen | PC/Laptop | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183468 | Carol Parsons-Lovelass | Application | Error | Content Manager | TIR Missed: No | TIR: | 4.42 |
| Application Support - Content Mana | Kent Rimmasch | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.42 |
| INC000000183469 | Diane Pfeifer | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.28 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.28 |
| INC000000183476 | Clayton Cederlof | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.19 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.19 |
| INC000000183488 | Kathleen Leiker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183491 | Jolyn Bevan | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183496 | Eric Olavson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183513 | Jodi Visarraga-Florreich | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 2.98 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.98 |

## Workforce Services

| Incident | Name | Category | Type | | System | TIR Missed | TIR |
|---|---|---|---|---|---|---|---|
| INC000000183516 | Leeann Madsen | Print/Copy/Scan/Fax | Incident | | None | TIR Missed: No | TIR: 2.90 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 2.90 |
| INC000000183519 | Maritza Rojas-Erickson | Application | Reporting | | State Payroll Time Entry System | TIR Missed: No | TIR: 0.25 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.25 |
| INC000000183531 | Candace Hunter | Application | Error | | Microsoft Word | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183533 | Jackie Dalton | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.05 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.05 |
| INC000000183535 | Brandon Andersen | Application | Error | | Utah Works | TIR Missed: No | TIR: 0.91 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.91 |
| INC000000183547 | Leann Robinson | Print/Copy/Scan/Fax | Incident | | None | TIR Missed: No | TIR: 0.16 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.16 |
| INC000000183554 | Jennifer Callister | Print/Copy/Scan/Fax | Incident | | None | TIR Missed: No | TIR: 1.36 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 1.36 |
| INC000000183555 | Michelle Phillips | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 25.97 |
| Application Support - EREP IA | Janet Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: 25.97 |
| INC000000183557 | Helen Hadad | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183558 | David Whiteside | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 1.01 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 1.01 |
| INC000000183561 | Wes Woolstenhulme | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183564 | Mayra Gomez | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183566 | Lisa C Peterson | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183570 | Dave Herrera | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183575 | Barbara R Peterson | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183581 | Laura Beckstrand | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183585 | Susy M Westphal | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000183589 | Olga Cooper | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | | Closed | TTR Missed: No | TTR: |

## Workforce Services

| INC000000183595 | Kathy Hayden | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183599 | Crystal Neil | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183604 | Darrin Jenson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183605 | Michele White-Milgate | Application | None | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183608 | Debra Warrington | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183615 | Danette Groesbeck | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183617 | Lea Betty | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183631 | Maritza Rojas-Erickson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183634 | Ruth Warby | Application | Error | Utah Works | TIR Missed: No | TIR: | 2.89 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.89 |
| INC000000183636 | Trish West | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183638 | Peggy Peterson | Application | Error | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183641 | Joy Majors | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183643 | Lon Bowen | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.06 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |
| INC000000183646 | Ledia Kita | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183648 | Charles Amonett | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183649 | Carol Weaver | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183654 | Amelia Wilcox | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183659 | Sandy Flores | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.71 |
| Application Support - EFIND | Trent Ady | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.71 |

**Workforce Services**

| Incident | Requester | Category | Type | Item | | | | TIR Missed | TIR | Value |
|---|---|---|---|---|---|---|---|---|---|---|
| INC000000183663 | Doug Larsen | Telecom | Call Management | Telephone | | | | TIR Missed: No | TIR: | 2.84 |
| | Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 2.84 |
| INC000000183666 | Shelly Ivie | Network | Password | Novell Client for 32-bit Windows | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183667 | Lori B Mair | Application | Error | OpenOffice.org | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183674 | Gloria De Vaca | Application | None | None | | | | TIR Missed: No | TIR: | 0.07 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.07 |
| INC000000183677 | Connie Larsen-Frazier | Remote Connectivity | Performance | None | | | | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183683 | Karla Aguirre | None | None | None | | | | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183685 | Tricia Cox | None | None | None | | | | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183696 | Suellen Michel | Application | None | State Payroll Time Entry System | | | | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183700 | David Jensen | PC/Laptop | Error | Utah Works | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183712 | Cindy Bertagnolli | Application | Error | None | | | | TIR Missed: No | TIR: | 0.10 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.10 |
| INC000000183726 | Leigh Page | Application | Error | State Payroll Time Entry System | | | | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183740 | Nora Olson | None | None | Microsoft Windows XP Professio | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183742 | Nora Olson | None | None | Microsoft Word | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183745 | Michelle Wright | Application | None | Novell GroupWise | | | | TIR Missed: No | TIR: | 0.06 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.06 |
| INC000000183746 | Lon Bowen | None | None | Utah Works | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183750 | Melissa McBride | Print/Copy/Scan/Fax | Queue | None | | | | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000183751 | Cindy Bertagnolli | Network | Error | None | | | | TIR Missed: No | TIR: | 1.92 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 1.92 |
| INC000000183752 | Darla Roberts | None | None | Content Manager | | | | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000183761 | Cheryl Whitney | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: | 60.72 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 60.72 |
| INC000000183767 | Yvette Woodland | Application | Error | | BlackBerry Enterprise Server | TIR Missed: No | TIR: | 18.13 |
| Capitol Desktop Support | Sarah Johnson | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 18.13 |
| INC000000183768 | Anna Larson | PC/Laptop | None | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183794 | Kevin Goldthorpe | Application | Error | | None | TIR Missed: No | TIR: | 7.51 |
| Application Support - EREP IA | Andrea Taylor | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 7.51 |
| INC000000183805 | Kim Auberger | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183807 | Melissa Daymont | None | None | | None | TIR Missed: No | TIR: | 1.80 |
| Campus Networking | David Sedei | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.80 |
| INC000000183809 | Shonie Barker | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183813 | Debbie Herr | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183815 | Michelle Deprizio | Telecom | Voice Mail | | Telephone | TIR Missed: No | TIR: | 0.84 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.84 |
| INC000000183828 | Tiffany Cruz | Application | None | | Novell GroupWise | TIR Missed: No | TIR: | 0.06 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.06 |
| INC000000183833 | Margaret Fielding | Application | Error | | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183846 | Diane Pfeifer | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183870 | Cindy Bertagnolli | Application | Error | | Content Manager | TIR Missed: No | TIR: | 0.42 |
| Application Support - Content Mana | Kent Rimmasch | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.42 |
| INC000000183880 | Gaylene Powell | Application | Error | | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183910 | Karla Aguirre | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183911 | Joe Edman | PC/Laptop | Hardware | | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183914 | Michelle Viertel | Application | Reporting | | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183917 | Melissa Daymont | Network | Password | | Microsoft Windows Server 2003 | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000183937 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183946 | Felecia Maxfield | Application | Error | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183948 | Remy Miller | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183952 | Shasta Rebol | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000183966 | Pam Malone | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | TIR: | 1.26 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.26 |
| INC000000183982 | Michelle Madrigal | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184010 | Leora Lopez | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184024 | Zenaida Martinez | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184039 | Michael W Hansen | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184049 | David J Bartschi | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184076 | David Brady | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184080 | Vivian Holmes | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184081 | Vivian Holmes | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184083 | Vivian Holmes | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184092 | Weston Miller | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184094 | Molly Wengreen | Application | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184097 | Wendy Edwards | Application | None | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184104 | Elizabeth Ross | PC/Laptop | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| INC000000184117 | Toni C Ansel | Application | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184141 | Sheryl St Clair | Network | Password | Microsoft Windows Server 2003 | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184155 | Trudi B Nelson | PC/Laptop | Password | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184156 | Vicki Moore | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184157 | Peggy Peterson | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184158 | Vanessa Mann | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184159 | Dean Godfrey | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184160 | Kayleen Hansen | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184161 | Kathleen Leiker | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184162 | Kayleen Hansen | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184163 | Debbie Sheldon | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184164 | Kevin Burt | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184165 | Pamela Werner | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184167 | Tori Henson | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184168 | Kelly E Rees-Maw | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184169 | Koral Vasquez | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184173 | Brenda Jones | Application | Password | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | Cindy Layton | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184175 | Nicole King | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Application Support - EFIND | Laurie Meriwether | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000184218 | Rebecca Banner | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184285 | Wendy Meyer | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 55.00 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 55.00 |
| INC000000184308 | Jeana Whitlock | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 2.56 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.56 |
| INC000000184322 | Judy Mattinson | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 1.39 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.39 |
| INC000000184334 | Pamela Howcroft | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184347 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 1.81 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.81 |
| INC000000184349 | Daisha Montgomery | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 9.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 9.00 |
| INC000000184352 | Olga Cooper | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.09 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.09 |
| INC000000184360 | Doug Lusty | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 1.30 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.30 |
| INC000000184361 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: | 34.45 |
| Application Support - DBA | Janis Race-Bigelow | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 34.45 |
| INC000000184365 | Bridget Goldsberry | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184368 | Steven Bryan | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.41 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.41 |
| INC000000184369 | Steven Bryan | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.39 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.39 |
| INC000000184384 | Jennifer Domenici | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184419 | Yvonne Krause | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184431 | Aida Moreno | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.03 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000184436 | Kathryn Causey | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 1.67 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.67 |
| INC000000184453 | Susan Kirby | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.24 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.24 |

## Workforce Services

| Incident | Name | Category | Type | Item | | | TIR Missed | TIR | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000184455 | Susy M Westphal | Application | Reporting | Mozilla Firefox | | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184467 | Diane Pfeifer | Application | Error | None | | | TIR Missed: No | TIR: | 0.29 |
| Application Support - Imaging and F | Randall Ottesen | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.29 |
| INC000000184468 | Melissa McBride | Print/Copy/Scan/Fax | Queue | None | | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184469 | Ashley Nielsen | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 0.98 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.98 |
| INC000000184471 | Joanna Reed | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184472 | Kristine Larson | Application | Error | eFIND/eSHARE | | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184482 | Samantha Moseley | Application | Error | State Payroll Time Entry System | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184484 | Danielle Nelson | Application | Error | None | | | TIR Missed: No | TIR: | 0.82 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.82 |
| INC000000184507 | Dawn Nelson | Application | Error | State Payroll Time Entry System | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184540 | Cindy Jones | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 0.22 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.22 |
| INC000000184543 | Ann Durrant | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: No | TIR: | 8.73 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | | TTR Missed: Yes | TTR: | 8.73 |
| INC000000184570 | Jennifer Buonocore | Application | Error | Novell GroupWise | | | TIR Missed: No | TIR: | 11.76 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | | TTR Missed: Yes | TTR: | 11.76 |
| INC000000184571 | Carol Jennings | Application | None | Adobe Reader | | | TIR Missed: No | TIR: | 0.76 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.76 |
| INC000000184577 | Nate Olson | Application | Password | None | | | TIR Missed: No | TIR: | 1.48 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 1.48 |
| INC000000184581 | Earlene Page | PC/Laptop | None | Microsoft Windows XP Professic | | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184582 | Pamela Howcroft | Print/Copy/Scan/Fax | None | None | | | TIR Missed: No | TIR: | 2.32 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 2.32 |
| INC000000184588 | Chelsea Vandenberg | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.00 |
| INC000000184593 | Michael A Mills | Application | Password | Novell GroupWise | | | TIR Missed: No | TIR: | 0.11 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: | 0.11 |

**Workforce Services**

| INC000000184626 | Sara Hudgins | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 4.71 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 4.71 |
| INC000000184629 | Devin Shipp | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.97 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.97 |
| INC000000184644 | Melissa Presley | Wireless Connectivity | Error | None | TIR Missed: No | TIR: | 0.21 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.21 |
| INC000000184673 | Kerrie Jensen | Application | Error | None | TIR Missed: No | TIR: | 0.74 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.74 |
| INC000000184691 | Alice Edman | Application | Error | None | TIR Missed: No | TIR: | 2.01 |
| Application Support - YODA | Blaine Campbell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.01 |
| INC000000184699 | Leann Robinson | None | None | None | TIR Missed: No | TIR: | 0.58 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.58 |
| INC000000184711 | Heidi Torres | Application | Password | None | TIR Missed: No | TIR: | 0.07 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.07 |
| INC000000184712 | Dave Laycock | Application | Error | Microsoft Word | TIR Missed: No | TIR: | 1.17 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.17 |
| INC000000184739 | Melissa Daymont | None | None | None | TIR Missed: No | TIR: | 0.13 |
| Campus Networking | David Sedei | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000184740 | Debra Slotboom | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184746 | Connie Grace | Application | Error | None | TIR Missed: No | TIR: | 0.85 |
| Application Support - Web Dev | Chad Thompson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.85 |
| INC000000184763 | Rebecca Hatch | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.30 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.30 |
| INC000000184766 | Dirk Dopp | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.14 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000184767 | Tiffiny Whitney | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000184769 | Robert Goodwin | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184773 | Diane Pfeifer | Network | Error | None | TIR Missed: No | TIR: | 0.22 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.22 |
| INC000000184775 | Diane Pfeifer | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.26 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.26 |
| INC000000184782 | Melanie Curtis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000184783 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184785 | Dennis Broad | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.39 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |
| INC000000184786 | Diane Pfeifer | Application | None | None | TIR Missed: No | TIR: | 0.88 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.88 |
| INC000000184788 | Diane Pfeifer | Application | None | None | TIR Missed: No | TIR: | 0.07 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |
| INC000000184790 | Diane Pfeifer | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184792 | Danette Groesbeck | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 49.89 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 49.89 |
| INC000000184796 | Nate Olson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - Imaging and F | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184797 | Tonya Grant | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184801 | Kay Hopkins | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 3.35 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.35 |
| INC000000184805 | Kasia Tuaitanu | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184806 | Leigha Rodak | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184814 | Robert Goodwin | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184819 | Cindy Bertagnolli | Application | Error | None | TIR Missed: No | TIR: | 0.32 |
| Application Support - Imaging and F | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.32 |
| INC000000184826 | Shauna Havey | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184842 | Ronda Kelly | Application | Error | None | TIR Missed: No | TIR: | 3.59 |
| Metro D North Desktop Support | Ryan Casey | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.59 |
| INC000000184846 | Marilyn Fischer | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000184848 | Judy Mattinson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184854 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 0.55 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.55 |

## Workforce Services

| INC000000184857 | Cami Sandoval | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.21 |
|---|---|---|---|---|---|---|---|
| Help Desk | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.21 |
| INC000000184863 | Michelle W Christensen | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184866 | Gabby Klawitter | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184869 | Pearl Le | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184871 | Alexis Rodriguez | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184874 | LaDawn McPherson | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184876 | Tanya Wilson | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184877 | Cesar Salazar | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184878 | Paul Johnston | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184881 | Ryan Betts | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184883 | Lincoln Hansen | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184886 | David Brady | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184895 | Terry Lisonbee | None | None | Microsoft Access | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184898 | Judy Mattinson | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 2.04 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.04 |
| INC000000184909 | Debbie Garretson | None | None | None | TIR Missed: No | TIR: | 1.13 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.13 |
| INC000000184918 | Junie Anderson | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.02 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |
| INC000000184919 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000184920 | Lida Khoshal | Application | None | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Requester | Category | Type | CI | Status | TIR Missed | TIR | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|
| INC000000184921 | Kimmi Lam | Application | Password | Novell GroupWise | | No | 3.08 | | |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | No | | No | 3.08 |
| INC000000184930 | Bethany Oporto | Application | Error | Utah Works | | No | 0.00 | | |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000184936 | Fran Cannard | Application | None | None | | No | 0.22 | | |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Closed | No | | No | 0.22 |
| INC000000184942 | J'Lean Burton | Application | None | Contributions Automated Tax Sy | | No | 2.97 | | |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | No | | No | 2.97 |
| INC000000184946 | Ben Mortensen | Application | Error | Public Assistance Case Manage | | No | 5.25 | | |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | No | | No | 5.25 |
| INC000000184952 | Fran Cannard | Telecom | Call Management | Avaya CentreVu Supervisor | | No | 1.94 | | |
| Voice Operations | Pete Gall | Workforce Services | Low | | Resolved | No | | No | 1.94 |
| INC000000184972 | Cindy Jones | PC/Laptop | Password | None | | No | 0.21 | | |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Closed | No | | No | 0.21 |
| INC000000184978 | Steven Opager | Application | Error | Utah Works | | No | 1.69 | | |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | No | | No | 1.69 |
| INC000000184984 | Sheila Belnap | Application | Error | Utah Works | | No | 0.00 | | |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000184995 | Shonie Barker | PC/Laptop | Hardware | None | | No | 0.00 | | |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000184997 | Field Smith | Print/Copy/Scan/Fax | Incident | None | | No | 2.12 | | |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | No | | No | 2.12 |
| INC000000185002 | Betty Betham | Application | Error | Utah Electronic Resource and E | | No | 0.07 | | |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | No | | No | 0.07 |
| INC000000185010 | Melanie M Hales | Application | Error | State Payroll Time Entry System | | No | 0.40 | | |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | No | | No | 0.40 |
| INC000000185019 | Shauna Havey | None | None | None | | No | 0.00 | | |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000185037 | Toni C Ansel | None | None | None | | No | 0.00 | | |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000185039 | Loggins Merrill | PC/Laptop | None | None | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000185040 | Vivian Holmes | Application | None | None | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | No | | No | 0.00 |
| INC000000185048 | Shauna Havey | None | None | None | | No | 0.00 | | |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | No | | No | |

## Workforce Services

| Incident | Requester | Type | Category | Item | Assigned Group | Assignee | Department | Priority | Status | TIR Missed | TIR | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000185072 | Renae Christman | PC/Laptop | Hardware | None | | | | | | No | 0.00 | | |
| | Rural South Desktop Support | Lane Adams | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185075 | Shauna Havey | None | None | None | | | | | | No | 0.00 | | |
| | Operations Production Control | Christie Burnham | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185097 | Rick Beckstrand | Application | Error | Utah Works | | | | | | No | 0.71 | | |
| | Operations Production Control | Greg Shoop | | Workforce Services | Low | | | | Closed | | | No | 0.71 |
| INC000000185106 | Lien Le | Application | Error | Utah Works | | | | | | No | 4.08 | | |
| | Application Support - UWORKS | Eric Strong | | Workforce Services | Low | | | | Closed | | | No | 4.08 |
| INC000000185142 | Judy Kearns | None | None | None | | | | | | No | 0.00 | | |
| | Metro D North Desktop Support | Jon Vanderwood | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185159 | Gregory Whittaker | None | None | None | | | | | | No | 0.00 | | |
| | Operations Production Control | Christie Burnham | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185162 | Vicki J Jensen | Application | Error | State Payroll Time Entry System | | | | | | No | 0.00 | | |
| | Metro A Help Desk | Liz Evans | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185167 | Victor Angeles | Application | Password | Utah Master Directory | | | | | | No | 0.94 | | |
| | Help Desk | Eileen Dubach | | Workforce Services | Low | | | | Closed | | | No | 0.94 |
| INC000000185171 | Rebecca Banner | None | None | None | | | | | | No | 0.00 | | |
| | Operations Production Control | Christie Burnham | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185175 | Pamela Surakhun | Application | Error | Novell GroupWise | | | | | | No | 0.04 | | |
| | Metro A Desktop Support | Robert Wall | | Workforce Services | Low | | | | Closed | | | No | 0.04 |
| INC000000185186 | Wayne Fillmore | None | None | None | | | | | | No | 0.00 | | |
| | Operations Production Control | Christie Burnham | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185190 | Claudia Mora | Application | Error | Mozilla Firefox | | | | | | No | 0.04 | | |
| | Metro A Help Desk | Liz Evans | | Workforce Services | Medium | | | | Closed | | | No | 0.04 |
| INC000000185195 | Michelle Deprizio | Telecom | Voice Mail | None | | | | | | No | 0.23 | | |
| | Voice Operations | Annette Nielsen | | Workforce Services | Low | | | | Closed | | | No | 0.23 |
| INC000000185196 | Edina Cesko-Wilson | None | None | None | | | | | | No | 0.00 | | |
| | Metro A Desktop Support | Tracy VanderVaart | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185198 | Jesse Bissegger | Network | Incident | None | | | | | | No | 0.00 | | |
| | Metro A Help Desk | Liz Evans | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185205 | Laurie Wittwer | PC/Laptop | Error | Microsoft Windows XP Professio | | | | | | No | 0.00 | | |
| | Metro A Desktop Support | Robert Wall | | Workforce Services | Low | | | | Closed | | | No | 0.00 |
| INC000000185206 | Jocelyn Juber | Application | Password | Content Manager | | | | | | No | 0.17 | | |
| | Metro A Help Desk | Liz Evans | | Workforce Services | Low | | | | Closed | | | No | 0.17 |
| INC000000185225 | Leslie Judd | PC/Laptop | Hardware | None | | | | | | No | 0.00 | | |
| | Rural Central Desktop Support | Jeremy Standifird | | Workforce Services | Low | | | | Closed | | | No | |

# Workforce Services

| Incident | Name | Category | Type | Product | | |
|---|---|---|---|---|---|---|
| INC000000185231 | Art Cox | Telecom | Feature | Telephone | TIR Missed: No | TIR: 0.19 |
| | Voice Operations | Pete Gall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.19 |
| INC000000185232 | Nora Olson | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185243 | Susan M White | Application | Error | Symantec AntiVirus | TIR Missed: No | TIR: 0.00 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185244 | Jackie Christensen | None | None | Internet Explorer | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185249 | Sariah Roberts | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185262 | Kathleen Bounous | None | None | None | TIR Missed: No | TIR: 0.03 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.03 |
| INC000000185267 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185281 | Brent Fife | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185285 | Bryan Kessinger | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185287 | Anne Chase | Application | Reporting | Novell iPrint | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185314 | Michelle Mileski | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185322 | Pamela Howcroft | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185329 | Susan Smith | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.47 |
| | Network Operations | Terry Mills | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.47 |
| INC000000185330 | Shelley Esplin | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185331 | Jackie McAtee | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185344 | Stephen Nebeker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185349 | Candace Hunter | Remote Connectivity | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000185360 | Sierra Roberts | Application | Error | Novell GroupWise | TIR Missed: No | TIR: 0.11 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.11 |

## Workforce Services

| Incident | Requester | Category | Sub-Category | Item | | TIR Missed | TIR | Value |
|---|---|---|---|---|---|---|---|---|
| INC000000185361 | Gary Williams | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185363 | Nicole Kerwood | Application | None | Mozilla Firefox | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185372 | Veronica Palomino | Application | Error | Mozilla Firefox | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185377 | Ann Durrant | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185402 | LeAnn Muranaka | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: | 0.21 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.21 |
| INC000000185408 | Gary Williams | Application | Password | Utah Master Directory | | TIR Missed: No | TIR: | 2.47 |
| Capitol Hosting | Jill Berman | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.47 |
| INC000000185415 | Jenny Sanders | None | None | DWS Intranet | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185426 | Jeff Dart | Network | None | None | | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000185433 | Halima Hussein | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000185444 | Lillie Coleman | Application | Error | Utah Electronic Resource and E | | TIR Missed: No | TIR: | 42.54 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 42.54 |
| INC000000185450 | Diane Pfeifer | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000185461 | Robert Van Vliet | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.43 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.43 |
| INC000000185463 | Jolie Bevers | Application | Error | Contributions Automated Tax Sy | | TIR Missed: No | TIR: | 0.42 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.42 |
| INC000000185467 | Fran Cannard | Telecom | Hardware | Telephone | | TIR Missed: No | TIR: | 0.08 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.08 |
| INC000000185469 | Melissa Presley | Wireless Connectivity | None | None | | TIR Missed: No | TIR: | 0.02 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.02 |
| INC000000185474 | Tracy Lindquist | Application | Password | DWS Intranet | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185480 | Teal Davis | Application | Error | Mozilla Firefox | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185537 | David Anthony | Network | Incident | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: | |

## Workforce Services

| INC000000185542 | Michele White-Milgate | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185551 | David Anthony | None | None | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185556 | Patrice West | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185574 | Cindy Bertagnolli | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.43 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.43 |
| INC000000185575 | Diane Pfeifer | Network | Error | None | TIR Missed: No | TIR: | 1.85 |
| Application Support - Content Mana | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.85 |
| INC000000185578 | Lane Anderson | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.58 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.58 |
| INC000000185579 | Marylynn Prows | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185588 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185590 | Veronica M Valadez | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185606 | Doris Adams | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185609 | Jennifer Doxey | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185612 | Kimberly Washburn | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185615 | Jessica Johnson | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185626 | Tamera Smith | Application | Error | None | TIR Missed: No | TIR: | 0.10 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |
| INC000000185629 | Heidi Lemon | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.39 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.39 |
| INC000000185639 | Rene Meza | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185648 | Don Higgs | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Critical | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185652 | Kim Auberger | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| INC000000185653 | Terri L Garcia | None | None | None | TIR Missed: No | TIR: | 0.03 |
|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000185665 | Zenaida Martinez | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185672 | Yvonne Krause | Application | None | Utah Works | TIR Missed: No | TIR: | 0.14 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000185675 | Debbie Sparks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185683 | Ruby Blank | Telecom | Dial Tone | None | TIR Missed: No | TIR: | 5.00 |
| Network Operations | Kelli Okumura | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.00 |
| INC000000185684 | Shauna Havey | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185688 | Kamarie Schiess | Application | None | Microsoft Office | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185700 | Cindy Adams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185713 | Mary Hualde | None | None | None | TIR Missed: No | TIR: | 0.19 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.19 |
| INC000000185722 | Debbie Sparks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185727 | Rebecca Williams | Application | Error | None | TIR Missed: No | TIR: | 0.36 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |
| INC000000185728 | Debbie Sparks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185729 | Teresa Meyer | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185733 | Darrin Nielsen | Application | Reporting | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185736 | Kelly Johnson | Application | Reporting | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185738 | Alan Christofferson | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185752 | Brent Fife | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000185757 | Liz Lobato | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000185758 | Nicole King | Telecom | Call Management | None | TIR Missed: No | TIR: | 0.22 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.22 |

| INC000000185759 | Jennifer Mattinson | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.07 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000185763 | Theresa R Wheatley | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 1.89 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.89 |

| INC000000185799 | Sylvia Pineda | Print/Copy/Scan/Fax | None | Novell iPrint | TIR Missed: No | TIR: | 0.34 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.34 |

| INC000000185802 | Theresa Tann | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.62 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.62 |

| INC000000185806 | Kaylee Ashdown | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185829 | Lizeth Eddings | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000185863 | Tricia Mecham | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.66 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.66 |

| INC000000185878 | Cindy Lehmann | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185886 | Gabriel Ghibirdic | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185893 | Loraine Martin | Application | None | None | TIR Missed: No | TIR: | 0.60 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.60 |

| INC000000185900 | Sherry Bird | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185912 | Linda Larsen | Application | Password | Utah Works | TIR Missed: No | TIR: | 0.07 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000185926 | Lorie Davis | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185928 | Jody McMillan | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185930 | Tony Granados | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.16 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000185984 | Dominka Hajnova | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000185988 | Rebecca Pittman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Name | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000185993 | Victor Angeles | Application | Error | None | No | 1.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.00 |
| INC000000186001 | Diane Pfeifer | Application | Error | None | No | 1.14 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.14 |
| INC000000186018 | Sandy L Jensen | Application | Reporting | Content Manager | No | 0.15 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.15 |
| INC000000186021 | Sierra Roberts | Network | Error | Novell GroupWise | No | 0.75 |
| Capitol Hosting | Jill Berman | Workforce Services | Medium | Closed | TTR Missed: No | TTR: 0.75 |
| INC000000186029 | Jay Hafen | Network | Error | None | No | 0.47 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.47 |
| INC000000186060 | Stephen Nebeker | Application | Error | Utah Works | No | 0.14 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.14 |
| INC000000186068 | Tracia Sullivan | Telecom | Voice Mail | None | No | 0.25 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.25 |
| INC000000186093 | Patti Sellers | PC/Laptop | Hardware | None | No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186094 | Joe Edman | PC/Laptop | Hardware | None | No | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186098 | Colleen Johnson | None | None | Novell GroupWise | No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186100 | Colleen Johnson | None | None | Internet Explorer | No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186127 | Kim Auberger | None | None | None | No | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186135 | Gary Reid | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186136 | Colby Hargis | Network | Incident | Utah Master Directory | No | 0.61 |
| Capitol Hosting | Jill Berman | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.61 |
| INC000000186168 | Vanessa Washington | Application | Error | State Payroll Time Entry System | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186171 | Cristina Chavez | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000186175 | Koffi Djagba | Application | None | Novell Messenger | No | 0.04 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.04 |
| INC000000186199 | Cindy Bertagnolli | Application | Error | Content Manager | No | 0.15 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.15 |

## Workforce Services

| Incident | Requester | Category | Type | Item | | | TIR Missed | TIR |
|---|---|---|---|---|---|---|---|---|
| INC000000186244 | Pam Malone | PC/Laptop | Performance | None | | | No | 0.15 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.15 |
| INC000000186252 | Allyson Isom | Remote Connectivity | None | None | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186254 | Nan Powell | Network | Password | Novell Client for 32-bit Windows | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186257 | Sylvia Pineda | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186281 | Lanelle Windley | None | None | None | | | No | 0.00 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186296 | Tess Rawlinson | Application | Error | Mozilla Firefox | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186302 | Kirsten Martin | Application | Password | Novell GroupWise | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186315 | Neil Rollins | Application | Error | State Payroll Time Entry System | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186316 | Victor Layton | Telecom | Voice Mail | None | | | No | 0.26 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.26 |
| INC000000186319 | Clint Beebe | Network | Password | Novell Client for 32-bit Windows | | | No | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186335 | Michelle Bristol | Network | Password | Novell Client for 32-bit Windows | | | No | 0.04 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.04 |
| INC000000186346 | J G Bronson | Telecom | Dial Tone | Telephone | | | No | 0.45 |
| Voice/Data/WAN Services | Greg Blessing | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.45 |
| INC000000186350 | Vanessa Mann | Application | Password | Novell GroupWise | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186359 | Clint Beebe | Application | Error | Utah Works | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186396 | Clint Beebe | Application | Error | Utah Works | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186404 | Terry Evans | Network | Incident | None | | | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186415 | Toni C Ansel | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186426 | Blaine Cook | Application | Error | None | | | No | 1.14 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.14 |

## Workforce Services

| INC000000186430 | Sheryl Nisely | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186437 | Vanessa Mann | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186442 | Brent Fife | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.39 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |
| INC000000186461 | Matthew Christiansen | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186487 | Terry Evans | Application | None | Computerized Unemployment B | TIR Missed: No | TIR: | 1.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.00 |
| INC000000186492 | Cheryl Earl | Application | Reporting | Mozilla Firefox | TIR Missed: No | TIR: | 0.32 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.32 |
| INC000000186502 | Anel Martinez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186531 | Annmarie Hale | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186546 | Colleen Gearheart | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186560 | Ledia Kita | Remote Connectivity | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186568 | Denis Paul | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186574 | Denis Paul | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186588 | Vanessa Mann | Application | Password | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186599 | Rowena York | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186607 | Keith Collinwood | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.21 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.21 |
| INC000000186620 | Tricia Fuhriman | Network | Error | None | TIR Missed: No | TIR: | 0.59 |
| Network Operations | Brant Davis | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.59 |
| INC000000186627 | Rebecca Sangberg | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.05 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000186634 | Matthew Goodman | None | None | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

# Enterprise Incident Report
### As of **10/4/2010**

**Workforce Services**

| INC000000186646 | Loggins Merrill | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186651 | Heidi Torres | Application | Error | None | TIR Missed: No | TIR: | 0.18 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |
| INC000000186664 | Jacob Smith | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.13 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000186673 | Loggins Merrill | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186675 | Jerry Pruitt | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.41 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |
| INC000000186683 | Danette Groesbeck | Network | Performance | None | TIR Missed: No | TIR: | 0.30 |
| Rural South Desktop Support | Meladye Shively | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.30 |
| INC000000186685 | Koffi Djagba | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186698 | Kathryn Grover | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186717 | Diane Nielsen | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.20 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000186739 | Stephen Nebeker | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.31 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.31 |
| INC000000186755 | Emalee Hunt | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186757 | Diane Nielsen | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 1.12 |
| Help Desk | Dan Barrett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.12 |
| INC000000186762 | Maira Lesa | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186763 | Rebecca Farnsworth | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186778 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 0.13 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000186781 | Tami Huntington | Telecom | Call/Receive | None | TIR Missed: No | TIR: | 0.38 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |
| INC000000186783 | Tami Huntington | Telecom | Call/Receive | None | TIR Missed: No | TIR: | 0.36 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |
| INC000000186790 | Loggins Merrill | Network | Password | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

# Workforce Services

| Incident | Requester | Category | Type | Product | | Status | TIR Missed | TIR | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|
| INC000000186792 | Loggins Merrill | Application | Password | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186793 | Justin Wadman | Application | Password | Utah Works | | | No | 0.00 | | |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | No | 0.0 | | |
| INC000000186797 | Loggins Merrill | Application | Error | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186798 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | | | No | 0.00 | | |
| Help Desk | Dan Barrett | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186800 | Loggins Merrill | Network | Password | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186802 | Loggins Merrill | Network | None | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186803 | Loggins Merrill | Application | Error | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186814 | Lillie Coleman | Application | Error | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186815 | Erlinda Anderson | PC/Laptop | Error | Microsoft Windows XP Professio | | | No | 0.00 | | |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186822 | Kean Healy | Telecom | Voice Mail | None | | | No | 0.18 | | |
| Voice Operations | Lois Schow | Workforce Services | Low | | Closed | | No | 0.18 | | |
| INC000000186843 | Phay Panh | Network | Incident | None | | | No | 0.00 | | |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186850 | Erlinda Anderson | Wireless Connectivity | None | None | | | No | 0.00 | | |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186859 | Vivian Holmes | PC/Laptop | Performance | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186871 | Bryce Mesa | Application | Error | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186875 | Prisca Hegngi | Network | Password | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186877 | Bryce Mesa | PC/Laptop | Performance | None | | | No | 0.00 | | |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | | No | 0.00 | | |
| INC000000186880 | Maria Berg | Application | Error | SAP Frontend | | | No | 0.01 | | |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | | No | 0.01 | | |
| INC000000186885 | Doris Adams | Application | None | None | | | No | 0.00 | | |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Closed | | No | | | |

## Workforce Services

| INC000000186900 | Ruth Warby | Application | Error | Utah Works | | TIR Missed: No | TIR: | 3.87 |
|---|---|---|---|---|---|---|---|---|
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 3.87 |
| INC000000186901 | Troy Evans | Print/Copy/Scan/Fax | Incident | Novell iPrint | | TIR Missed: No | TIR: | 0.37 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.37 |
| INC000000186927 | Michele Tuttle | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000186933 | Clayton Cederlof | Application | Error | Java Platform SE | | TIR Missed: No | TIR: | 0.16 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.16 |
| INC000000186934 | Linda Delaplaine | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186943 | Robert Wade | Application | Error | Utah Works Web Site | | TIR Missed: No | TIR: | 6.56 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 6.56 |
| INC000000186948 | Diane Pfeifer | Application | Error | None | | TIR Missed: No | TIR: | 1.75 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.75 |
| INC000000186951 | Theresa Tann | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.43 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.43 |
| INC000000186956 | Sarah Tolbert | Network | None | None | | TIR Missed: No | TIR: | 1.17 |
| Rural South Desktop Support | Joel Finlinson | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: | 1.17 |
| INC000000186966 | Michele Tuttle | Application | None | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000186967 | Chris Holman | Application | Password | Utah Master Directory | | TIR Missed: No | TIR: | 0.82 |
| Help Desk | Eileen Dubach | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.82 |
| INC000000186985 | Ben Mortensen | Application | Error | Public Assistance Case Manage | | TIR Missed: No | TIR: | 0.23 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000186993 | Nikolene Bradbury | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187001 | Blake Minardi | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187007 | Steffanie Hicks | Application | Error | Mozilla Firefox | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187010 | Teri Yool | Application | Error | Java Platform SE | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187018 | Jenica Sheldon | Application | Error | Java Platform SE | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187019 | Anita Pedersen | Telecom | Dial Tone | Telephone | | TIR Missed: No | TIR: | 0.22 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.22 |

**Workforce Services**

| INC000000187020 | Lindsey Johnson | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187025 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 0.92 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.92 |
| INC000000187026 | Susan Pierson | Application | Error | Adobe Reader | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187029 | Cory Casaril | Telecom | Feature | None | TIR Missed: No | TIR: | 0.66 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.66 |
| INC000000187033 | Paul Birkbeck | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187038 | Robert Wade | Application | Error | Utah Works | TIR Missed: No | TIR: | 2.93 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.93 |
| INC000000187059 | Allyson Isom | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 1.16 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.16 |
| INC000000187061 | Melauni Jensen | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 1.12 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.12 |
| INC000000187082 | Jeanne McGavin | Application | Error | None | TIR Missed: No | TIR: | 0.84 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.84 |
| INC000000187116 | Diane Pfeifer | Application | Error | None | TIR Missed: No | TIR: | 0.18 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.18 |
| INC000000187117 | Shawn Mansell | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187126 | Jackie McAtee | Remote Connectivity | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187136 | Cristina Chavez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187137 | Jilaun Perfetto | Remote Connectivity | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187140 | Robert Wade | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000187141 | Jacquelyn Harris | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187143 | Kerry A Cole | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187161 | Mary McConaughy | Application | Password | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000187167 | Sumiko Anderson | Network | Error | | None | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187169 | Pat Palmieri | Application | Error | | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187173 | Carilee B Wilson | PC/Laptop | Error | | None | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187176 | Rene Meza | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: No | TIR: | 0.26 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.26 |
| INC000000187179 | Tony Romero | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: | 0.24 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.24 |
| INC000000187184 | Gina Heiner | PC/Laptop | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187186 | Viengsay Sundara | PC/Laptop | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187189 | Carilee B Wilson | Remote Connectivity | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187190 | Alice Edman | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: | 0.76 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.76 |
| INC000000187191 | Leeann Herndon | Remote Connectivity | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187199 | Kim Williams | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: | 0.15 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.15 |
| INC000000187201 | Tori Henson | Remote Connectivity | Error | | DWS Web | | TIR Missed: No | TIR: | 0.13 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000187206 | Kelly E Rees-Maw | Remote Connectivity | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187212 | Leeann Herndon | Remote Connectivity | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187232 | Merrill Black | Application | Error | | Utah Works Web Site | | TIR Missed: No | TIR: | 0.54 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.54 |
| INC000000187256 | Mary Conder | Application | Password | | Utah Electronic Resource and E | | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187258 | June Grattan | Application | Password | | None | | TIR Missed: No | TIR: | 2.99 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.99 |
| INC000000187261 | Wendi Jo Knighton | Application | Reporting | | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Requester | Category | Type | Item | Group / Assignee | Service | Priority | Status | TIR Missed | TIR | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000187263 | Geoffrey Landward | None | None | None | | | | | TIR Missed: No | 0.00 | | |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Medium | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187265 | Lenora Enoah | Application | Password | Utah Electronic Resource and E | | | | | TIR Missed: No | 0.00 | | |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187284 | Kathryn Neibert | Application | Reporting | eFIND/eSHARE | | | | | TIR Missed: No | 0.00 | | |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187295 | Helen Hadad | Application | Password | eFIND/eSHARE | | | | | TIR Missed: No | 0.00 | | |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187300 | Cristina Chavez | None | None | None | | | | | TIR Missed: No | 0.00 | | |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187303 | Cristina Chavez | None | None | None | | | | | TIR Missed: No | 0.00 | | |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187309 | Diane Pfeifer | None | None | None | | | | | TIR Missed: No | 0.00 | | |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187316 | Cristina Chavez | None | None | None | | | | | TIR Missed: No | 0.00 | | |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187367 | Cindy Bertagnolli | Application | Error | None | | | | | TIR Missed: No | 1.33 | | |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 1.33 |
| INC000000187369 | Diane Pfeifer | Application | None | None | | | | | TIR Missed: No | 0.04 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.04 |
| INC000000187378 | Dawn Nelson | Application | Error | None | | | | | TIR Missed: No | 0.00 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187405 | Kathryn Paget | Remote Connectivity | None | None | | | | | TIR Missed: No | 0.31 | | |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Medium | | | | Closed | TTR Missed: No | | | 0.31 |
| INC000000187412 | Issa Moursal | Application | Password | Computerized Unemployment B | | | | | TIR Missed: No | 0.00 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.00 |
| INC000000187417 | Greg Paras | Application | None | None | | | | | TIR Missed: No | 2.49 | | |
| | Capitol Desktop Support | Sarah Johnson | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 2.49 |
| INC000000187418 | Reyna Romero | Telecom | Voice Mail | Telephone | | | | | TIR Missed: No | 0.19 | | |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.19 |
| INC000000187427 | Zenaida Martinez | Application | Error | None | | | | | TIR Missed: No | 0.18 | | |
| | Voice Operations | Britany Finlay | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.18 |
| INC000000187428 | Cathy Swain | Application | None | Novell GroupWise | | | | | TIR Missed: No | 0.16 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 0.16 |
| INC000000187438 | Elleisha Knowlton | Application | Error | None | | | | | TIR Missed: No | 2.80 | | |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | | Closed | TTR Missed: No | | | 2.80 |

## Workforce Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000187440 | Michelle W Christensen | Telecom | Feature | None | | TIR Missed: No | TIR: 0.47 |
| Voice Operations | | Julie Sabato | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.47 |
| INC000000187445 | Justin Whittaker | Application | Error | Utah Works | | TIR Missed: No | TIR: 0.80 |
| Application Support - UWORKS | | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.80 |
| INC000000187448 | John T Mathews | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 2.49 |
| Metro A Desktop Support | | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 2.49 |
| INC000000187469 | Vivian Olson | None | None | None | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187482 | Sharrif Dajany | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 2.20 |
| Metro A Desktop Support | | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 2.20 |
| INC000000187484 | Halima Hussein | Application | Password | Utah Master Directory | | TIR Missed: No | TIR: 0.56 |
| Help Desk | | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.56 |
| INC000000187494 | Judy Mattinson | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 0.06 |
| Metro A Desktop Support | | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.06 |
| INC000000187501 | Patisepa Taula | Network | Incident | None | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187519 | Melodee Williams | Application | None | Novell GroupWise | | TIR Missed: No | TIR: 1.85 |
| Metro A Desktop Support | | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.85 |
| INC000000187532 | Connie Blaine | Application | Error | Microsoft Word | | TIR Missed: No | TIR: 0.33 |
| Metro A Desktop Support | | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.33 |
| INC000000187539 | Roberta Ivankovich | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: 0.00 |
| Help Desk | | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187540 | Leslie Henderson | Application | Password | Prehospital On Line Active Rep | | TIR Missed: No | TIR: 0.28 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.28 |
| INC000000187568 | Trish West | Network | Performance | None | | TIR Missed: No | TIR: 0.21 |
| Rural South Desktop Support | | Meladye Shively | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.21 |
| INC000000187586 | Melissa Crane | PC/Laptop | Performance | None | | TIR Missed: No | TIR: 0.92 |
| Metro A Desktop Support | | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.92 |
| INC000000187593 | Jane Burt | Application | Error | Mozilla Firefox | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187620 | Erin Cockerham | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187624 | Timothy Budd | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000187631 | Geoffrey Landward | None | None | None | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| INC000000187637 | Erin Cockerham | Network | Password | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187639 | Marina Koker | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.13 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000187669 | Jacob Maxwell | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.18 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |
| INC000000187680 | Thor Lee | Network | Performance | Cisco AnyConnect VPN Client | TIR Missed: No | TIR: | 0.11 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |
| INC000000187681 | Isaac Collard | None | None | None | TIR Missed: No | TIR: | 4.20 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.20 |
| INC000000187683 | Fran Cannard | Telecom | Feature | None | TIR Missed: No | TIR: | 0.35 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.35 |
| INC000000187685 | Randy Simon | Application | Password | BlueZone | TIR Missed: No | TIR: | 6.71 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.71 |
| INC000000187696 | Leigha Rodak | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187707 | Colleen Jamison | Application | Error | Utah Works | TIR Missed: No | TIR: | 69.48 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 69.48 |
| INC000000187711 | Kean Healy | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.48 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.48 |
| INC000000187721 | Leann Robinson | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000187724 | Danielle Wilson | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187734 | Chris Gordon | Wireless Connectivity | None | None | TIR Missed: No | TIR: | 2.51 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.51 |
| INC000000187735 | Barbara Larsen | Telecom | Dial Tone | Telephone | TIR Missed: No | TIR: | 0.20 |
| Voice Operations | Annette Nielsen | Workforce Services | High | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000187738 | Danette Groesbeck | None | None | None | TIR Missed: No | TIR: | 0.39 |
| Rural South Desktop Support | Meladye Shively | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |
| INC000000187756 | Frances Curley | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 1.56 |
| Network Operations | Terry Mills | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.56 |
| INC000000187763 | Debbie Olsen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187768 | Barbara Andersen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000187785 | Joann Wetzel | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.03 |
|---|---|---|---|---|---|---|---|
| Metro B Desktop Support | Gary Graham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000187787 | Maren Stevens | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.25 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.25 |
| INC000000187788 | Shane Kendell | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187793 | Stacy Neal | Application | Error | Utah Works | TIR Missed: No | TIR: | 12.76 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 12.76 |
| INC000000187799 | Tina Dunyon | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187805 | J'Lean Burton | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187824 | Laura Carter | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187826 | Rebecca D Anderson | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187838 | Matthew Stratton | Print/Copy/Scan/Fax | Incident | Novell GroupWise | TIR Missed: No | TIR: | 3.55 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 3.55 |
| INC000000187848 | Susan Munk | PC/Laptop | None | PGP | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187866 | Cristina Chavez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187877 | Debbie Serrano | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187885 | Katie Helm | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187902 | Carrie Tenifa | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000187908 | Terry MacFarlane | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 5.59 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 5.59 |
| INC000000187921 | Randi Bell | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187924 | Bryan Kessinger | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000187941 | Lynn Purdin | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.40 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.40 |

## Workforce Services

| INC000000187944 | Kathleen Leiker | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000187951 | Gilberto Vigil | PC/Laptop | Password | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000187955 | Kristen Donoviel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000187958 | Roberta Ivankovich | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.37 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.37 |

| INC000000187960 | Cindy Adams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000187964 | Kathleen Leiker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000187967 | Cheree Buckels | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.41 |
| Voice Operations | Julie Sabato | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000187969 | Noelle Bradford | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.53 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Medium | | Closed | TTR Missed: No | TTR: | 0.53 |

| INC000000187983 | Evelyn Gonzales | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000188007 | Blake Bingham | PC/Laptop | Password | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000188010 | Pat Paulson | Application | Error | Novell LAN WorkPlace | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000188017 | Andrea Henderson | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.77 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.77 |

| INC000000188020 | Simone Ongoongotau | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.55 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.55 |

| INC000000188023 | Kate Besendorfer | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 48.49 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: | 48.49 |

| INC000000188032 | Lanelle Windley | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000188038 | Gabriel Ghibirdic | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000188060 | Gerald Gappmayer | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000188062 | Jacquelyn Harris | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

| Workforce Services | | | | | | | | |

| Incident | Caller | Category | Type | Item | Status | TIR Missed | TIR | |
|---|---|---|---|---|---|---|---|---|
| INC000000188065 | Kerry A Cole | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188079 | Ruth Warby | Telecom | Hardware | Telephone | | TIR Missed: No | TIR: | 0.11 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.11 |
| INC000000188086 | Shannon B Johnson | Application | Error | Utah Drivers License System | | TIR Missed: No | TIR: | 0.00 |
| Metro C Desktop Support | Cindy Romrell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188093 | Prisca Hegngi | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188108 | Karen Gardner | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.55 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.55 |
| INC000000188114 | Joe Nahas | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188125 | Jeremy Robinson | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.23 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000188130 | Dorothy Williams | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.31 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.31 |
| INC000000188138 | Gabby Klawitter | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188145 | Pearl Le | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188167 | Kaylee Ashdown | Application | None | None | | TIR Missed: No | TIR: | 0.30 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.30 |
| INC000000188180 | Gabriella Cubas | Telecom | Voice Mail | Telephone | | TIR Missed: No | TIR: | 0.40 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.40 |
| INC000000188198 | Gary Williams | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188205 | Nicole Steele | Server | None | None | | TIR Missed: No | TIR: | 0.89 |
| Enterprise Security | Bart Grant | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.89 |
| INC000000188212 | Rhett Wilson | PC/Laptop | Error | Content Manager | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188230 | Natalie Baird | Application | Error | None | | TIR Missed: No | TIR: | 2.22 |
| Application Support - Data Warehou | Blaine Campbell | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.22 |
| INC000000188239 | Denis Paul | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188244 | Stephen Lisonbee | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000188245 | Maren Stevens | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188259 | Don Higgs | PC/Laptop | Virus | None | TIR Missed: No | TIR: | 0.23 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000188262 | Tiffany Cruz | PC/Laptop | Virus | None | TIR Missed: No | TIR: | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000188268 | Jamie Escobia | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188279 | Theon Laney | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188285 | Samuel Hendricksen | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188289 | Cassie Hall | Application | Error | Utah Works | TIR Missed: No | TIR: | 6.01 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: Yes | TTR: | 6.01 |
| INC000000188319 | Carin Williams | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188326 | Kristen Donoviel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188328 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188330 | Greg Kuhlman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188332 | Ryan Budge | PC/Laptop | Virus | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188336 | Jesi Wasden | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188353 | Anita Pedersen | None | None | None | TIR Missed: No | TIR: | 1.08 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.08 |
| INC000000188368 | Gary Waters | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.09 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.09 |
| INC000000188380 | Julie Anderson | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188386 | Valerie Olsen | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188387 | Tess Rawlinson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000188393 | Shelley Esplin | Application | Error | DWS Web | | TIR Missed: No | TIR: | 0.73 |
|---|---|---|---|---|---|---|---|---|
| Application Support - UI Web | Gary Ray | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.73 |
| INC000000188397 | Jane Burt | Application | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188400 | Lindsey Fowers | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.28 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.28 |
| INC000000188410 | Marilyn Larsen | Application | Password | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188424 | Marie Higgins | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188458 | Jane Burt | Application | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188462 | Linh tran | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188471 | Amy Bingham | PC/Laptop | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188476 | Sariah Roberts | Telecom | None | None | | TIR Missed: No | TIR: | 0.25 |
| Voice Operations | Annette Nielsen | Workforce Services | High | | Closed | TTR Missed: No | TTR: | 0.25 |
| INC000000188477 | Joanna McNamee | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.42 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.42 |
| INC000000188478 | Antonette Gray | Network | Password | None | | TIR Missed: No | TIR: | 0.52 |
| Metro A Help Desk | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.52 |
| INC000000188483 | Anel Martinez | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188493 | Patisepa Taula | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188494 | Amy Bingham | Application | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188530 | Lanelle Windley | Telecom | Area Code | None | | TIR Missed: No | TIR: | 0.33 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.33 |
| INC000000188532 | Agnes Lomu | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188533 | Barbara Hollister | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188536 | Lanelle Windley | Telecom | Area Code | None | | TIR Missed: No | TIR: | 0.34 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.34 |

**Workforce Services**

| INC000000188542 | Daisha Montgomery | Telecom | Area Code | | None | TIR Missed: No | TIR: | 0.33 |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | | Kelly Johnson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.33 |
| INC000000188552 | Nan Powell | Network | Password | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188562 | Marilu Uribe | Application | Error | | None | TIR Missed: No | TIR: | 0.25 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.25 |
| INC000000188568 | William Kreifeldt | PC/Laptop | Password | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188573 | Susan Quist | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188574 | Stephanie Hardman | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188578 | Agnes Lomu | Application | Error | | Utah Works | TIR Missed: No | TIR: | 37.66 |
| Application Support - UWORKS | | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 37.66 |
| INC000000188580 | Leigha Rodak | Application | Error | | DWS Web | TIR Missed: No | TIR: | 5.78 |
| Application Support - Web Dev | | Chad Thompson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.78 |
| INC000000188583 | Bryan Kessinger | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188586 | Melissa McBride | Print/Copy/Scan/Fax | Queue | | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188601 | Joanna Smith | Application | Error | | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188608 | Debbie Sparks | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188613 | Jay Hafen | Application | Error | | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188614 | Sariah Roberts | Telecom | None | | None | TIR Missed: No | TIR: | 0.10 |
| Voice Operations | | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.10 |
| INC000000188622 | Leora Lopez | Application | Error | | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188638 | Randi Bell | PC/Laptop | Error | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188645 | Anna Larson | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188650 | Lori B Mair | PC/Laptop | Hardware | | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000188651 | Kathy Deets | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188657 | Sandra Black | Telecom | None | None | TIR Missed: No | TIR: | 0.23 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000188658 | Koral Vasquez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188678 | Milton Olsen | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188682 | Tara Hodges | Application | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188683 | David Anthony | PC/Laptop | Performance | Novell GroupWise | TIR Missed: No | TIR: | 0.04 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |
| INC000000188687 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188706 | Kristi Lujan | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.15 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.15 |
| INC000000188710 | Cristy Fielding | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188717 | Kim Auberger | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188720 | Amanda Matravers | Application | Error | None | TIR Missed: No | TIR: | 0.16 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |
| INC000000188724 | John Cone | Application | Error | None | TIR Missed: No | TIR: | 0.19 |
| Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.19 |
| INC000000188727 | Clayton Cederlof | Application | Error | None | TIR Missed: No | TIR: | 69.70 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 69.70 |
| INC000000188728 | Melinda Adams | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.10 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |
| INC000000188739 | Brenda Duvall | None | None | None | TIR Missed: No | TIR: | 0.12 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |
| INC000000188765 | Clayton Toone | Application | Error | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188775 | George Aguilar | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.77 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.77 |
| INC000000188784 | Liz Lobato | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000188786 | Laurie Wittwer | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188815 | Karla Aguirre | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188818 | Janet Gale | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP IA | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188823 | Anthony Baker | Application | Error | Novell Messenger | TIR Missed: No | TIR: | 0.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |
| INC000000188840 | Susan Weaver-Levet | Application | Password | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188845 | William Greer | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188862 | Jeris Shira | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188864 | Charles Amonett | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188875 | Angela White | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188879 | Cathy Maynard | Application | Error | None | TIR Missed: No | TIR: | 0.16 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |
| INC000000188883 | Carina Larson | Telecom | Call/Receive | None | TIR Missed: No | TIR: | 2.81 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.81 |
| INC000000188892 | Gerald Gappmayer | Application | Error | BlueZone | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188895 | Bonnie L Kelsey | Application | Reporting | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188911 | Carol Hansen | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188926 | Paula Johns | Application | None | None | TIR Missed: No | TIR: | 0.71 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.71 |
| INC000000188928 | Vilma Flores | Network | Password | None | TIR Missed: No | TIR: | 0.59 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.59 |
| INC000000188935 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000188968 | Koral Vasquez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Requester | Category | Type | CI | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000188970 | Janet Jolley | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189002 | Joe Coccimiglio | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: 3.45 |
| Application Support - CUBS | Clay Peacock | Workforce Services | Low | Closed | TTR Missed: No | TTR: 3.45 |
| INC000000189008 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189013 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189017 | Noah Zemke | PC/Laptop | Performance | None | TIR Missed: No | TIR: 4.40 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 4.40 |
| INC000000189021 | Ronda Kelly | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189028 | Lonna G Wight | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: 3.11 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 3.11 |
| INC000000189042 | Rick Little | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189077 | June Conn-Solomon | Telecom | Feature | None | TIR Missed: No | TIR: 0.68 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.68 |
| INC000000189081 | Kathy Randle | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189083 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189095 | Linda Delaplaine | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: 2.44 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 2.44 |
| INC000000189098 | Terry Hansen | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189100 | Shirley Renz | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189137 | Dave Laycock | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189148 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189161 | Dave Laycock | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189171 | Kim Auberger | None | None | None | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| Incident | Name | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000189205 | Bonnie L Kelsey | Application | Error | State Payroll Time Entry System | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189211 | Kristin Brush | Application | Error | Microsoft Excel | No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189214 | Marilyn Wallis | Application | Password | None | No | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189215 | Tanya Wilson | Application | None | Novell GroupWise | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189216 | Verlin Christensen | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189228 | Nate Olson | Application | Error | Novell GroupWise | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189231 | Galina Greer | Application | Error | Novell Messenger | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189232 | Anna Larson | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189246 | Kalani Huber | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189248 | Rebecca Banner | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189264 | Liz Lobato | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189271 | Heather Knowlton | Application | Error | Utah Works | No | 0.26 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.26 |
| INC000000189272 | Janet Jolley | PC/Laptop | Hardware | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189285 | Karla Aguirre | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189288 | Bryan Kessinger | Application | None | Novell GroupWise | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189292 | Shari Elliott | Application | Error | None | No | 1.63 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.63 |
| INC000000189297 | Janet Gale | Application | Error | Utah Electronic Resource and E | No | 1.22 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.22 |
| INC000000189302 | Jeremy Robinson | Application | Error | Content Manager | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

# Enterprise Incident Report
### As of **10/4/2010**

## Workforce Services

| Incident | Requester | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000189311 | Dimang Chao | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189312 | Karen Pearce | Application | Error | eFIND/eSHARE | No | 0.24 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.24 |
| INC000000189314 | Anne Chase | PC/Laptop | Error | Novell Client for 32-bit Windows | No | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189345 | Cristy Fielding | None | None | None | No | 0.54 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.54 |
| INC000000189350 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | No | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189353 | Paul Dehaan | None | None | None | No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189357 | Delana White | None | None | None | No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189358 | Anna Larson | None | None | None | No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189359 | Cindy Adams | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189360 | Allyn Klingonsmith | PC/Laptop | Error | Novell Client for 32-bit Windows | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189363 | Kevin Burt | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189365 | Kim Auberger | None | None | None | No | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189368 | Greg Paras | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189408 | Anita Pedersen | PC/Laptop | Hardware | None | No | 0.01 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.01 |
| INC000000189424 | Brandi Gunnell | Network | Performance | None | No | 3.80 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Medium | Closed | TTR Missed: No | TTR: 3.80 |
| INC000000189438 | Bridget Goldsberry | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189454 | Rene Meza | Application | Error | Utah Works | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189477 | Tracy Barrera | Application | Error | Content Manager | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| Incident | Name | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000189482 | Kathy Hayden | Application | Password | Utah Master Directory | No | 0.10 |
| Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.10 |
| INC000000189492 | Kristin Brush | None | None | None | No | 0.38 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.38 |
| INC000000189516 | Shane Young | Application | Password | Utah Master Directory | No | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189517 | Perry Colette | Network | Password | Novell Client for 32-bit Windows | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189518 | Barbara Hollister | None | None | None | No | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189535 | Raylyn Tucker | Application | Error | DWS Intranet | No | 0.05 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.05 |
| INC000000189543 | Phuc Nguyen | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189558 | Brenda Johnson | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189561 | Chris Gordon | Remote Connectivity | Error | None | No | 0.40 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.40 |
| INC000000189565 | Brandie Gallegos | Remote Connectivity | None | None | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189567 | Edina Cesko-Wilson | None | None | None | No | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189568 | Gabriel Ghibirdic | Application | Error | Utah Works | No | 0.41 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.41 |
| INC000000189572 | Alex Zenner | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189579 | Jolie Bevers | Application | None | Novell GroupWise | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189596 | Jill Turner | Application | Error | Content Manager | No | 0.54 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.54 |
| INC000000189601 | Danielle Nelson | PC/Laptop | Performance | None | No | 0.02 |
| Metro B Desktop Support | Gary Graham | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.02 |
| INC000000189606 | Melissa Beagley | PC/Laptop | Hardware | Microsoft Windows XP Professio | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189617 | Julia Story | PC/Laptop | Error | None | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| Incident | User | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000189640 | Jay Hafen | Application | Password | Novell GroupWise | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189665 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | No | 0.00 |
| Help Desk | James Stearns | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189671 | Linda Church | Application | Error | DWS Intranet | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189676 | Dolores Febles | None | None | None | No | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189696 | Aimee Dimick | Application | Error | Utah Works | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189700 | Joe Coccimiglio | Application | Error | Novell Messenger | No | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189703 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | No | 0.00 |
| Help Desk | Dan Barrett | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189713 | Michele Cuburu | None | None | None | No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189722 | Jeremy Sheikh | PC/Laptop | Error | Novell Client for 32-bit Windows | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189732 | Sue Strasburg | Telecom | Coverage Path | Telephone | No | 0.51 |
| Voice Operations | Kelly Johnson | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.51 |
| INC000000189741 | Cherie Robison | Print/Copy/Scan/Fax | Incident | None | No | 0.34 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.34 |
| INC000000189759 | Judy Kearns | None | None | None | No | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189764 | Diana Clawson | Application | Error | State Payroll Time Entry System | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189786 | Lora Braden | Network | Performance | None | No | 0.23 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services — Medium | | Closed | TTR Missed: No | TTR: 0.23 |
| INC000000189790 | Steven Coray | Telecom | None | None | No | 0.86 |
| Voice Operations | Annette Nielsen | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.86 |
| INC000000189805 | Mary McConaughy | Application | Error | Utah Works | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189814 | Annalee Hoffman | Application | None | Microsoft Access | No | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189825 | Emalee Hunt | Application | Password | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| Incident | Requester | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000189861 | Mike Asmussen | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | 0.13 |
| Metro A Desktop Support | Rodney Austin | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.13 |
| INC000000189871 | Danette Groesbeck | Application | Error | Utah Electronic Resource and E | TIR Missed: No | 27.54 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services — Low | | Resolved | TTR Missed: Yes | TTR: 27.54 |
| INC000000189875 | Cathy Bell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189882 | Shelley Esplin | Application | None | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189888 | Juri Strong | Application | Error | Adobe Reader | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189896 | Dusty Simmons | Application | Error | None | TIR Missed: No | 0.97 |
| Metro B Desktop Support | Gary Graham | Workforce Services — Low | | Resolved | TTR Missed: No | TTR: 0.97 |
| INC000000189918 | Terry MacFarlane | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 1.94 |
| Metro A Desktop Support | Robert Wall | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 1.94 |
| INC000000189951 | Judy Mattinson | Print/Copy/Scan/Fax | Incident | Computerized Unemployment B | TIR Missed: No | 0.59 |
| Metro A Hosting | Tom Carney | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.59 |
| INC000000189964 | Reyna Romero | PC/Laptop | Hardware | None | TIR Missed: No | 0.44 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.44 |
| INC000000189968 | Jared Price | PC/Laptop | Hardware | None | TIR Missed: No | 0.46 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.46 |
| INC000000189979 | Mirela Krkic | Application | None | Microsoft Windows XP Professic | TIR Missed: No | 0.44 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.44 |
| INC000000189983 | Annette Davis | None | None | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000189984 | Melodee Williams | Application | None | Microsoft Windows XP Professic | TIR Missed: No | 0.34 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.34 |
| INC000000189988 | Cheree Buckels | Application | None | Microsoft Windows XP Professic | TIR Missed: No | 0.34 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.34 |
| INC000000189993 | Milagros Santos | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000190005 | Helen Sawyer | Application | Error | Utah Works | TIR Missed: No | 0.03 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.03 |
| INC000000190009 | Maritza Rojas-Erickson | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000190011 | Brent Fife | Application | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.23 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services — Low | | Closed | TTR Missed: No | TTR: 0.23 |

## Workforce Services

| INC000000190012 | Jerry Norton | Application | Error | None | TIR Missed: No | TIR: | 6.84 |
|---|---|---|---|---|---|---|---|
| Enterprise Security | Bart Grant | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.84 |
| INC000000190018 | Michelle Wright | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |
| INC000000190023 | Jill Kunde | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.07 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |
| INC000000190033 | Linh tran | Application | Password | eFIND/eSHARE | TIR Missed: No | TIR: | 1.80 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.80 |
| INC000000190036 | Anita Pedersen | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.26 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.26 |
| INC000000190042 | Lisa Osborn | Application | Error | BlueZone | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190049 | Briee Lenhart | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.06 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |
| INC000000190056 | Karen Gardner | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.45 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.45 |
| INC000000190057 | CindaLee Hall | Application | Reporting | Content Manager | TIR Missed: No | TIR: | 1.43 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.43 |
| INC000000190075 | Aaron Carlsen | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190081 | Teri Yool | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190088 | Marilyn Fischer | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190093 | J'Lean Burton | Application | None | DWS Intranet | TIR Missed: No | TIR: | 0.94 |
| Application Support - UI Web | Kathy Sierk | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.94 |
| INC000000190106 | Steve Madigan | Application | None | Computerized Unemployment B | TIR Missed: No | TIR: | 1.36 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.36 |
| INC000000190109 | Mark Sorenson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.17 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.17 |
| INC000000190121 | Rachel Gehring | Telecom | Hardware | None | TIR Missed: No | TIR: | 0.96 |
| Voice/Data/WAN Services | Spencer Blodgett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.96 |
| INC000000190124 | Rachel Gehring | Telecom | IP | None | TIR Missed: No | TIR: | 1.29 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.29 |
| INC000000190140 | Laura Carter | Application | None | Content Manager | TIR Missed: No | TIR: | 0.30 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.30 |

## Workforce Services

| Incident | Name | Category | Type | | Detail | | Status | TIR Missed | TIR | | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000190141 | Toni Jex | Application | Error | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190152 | Holly Savage | Remote Connectivity | Error | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190158 | Lesley Lundeberg | None | None | | None | | | No | 0.00 | | | |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190160 | Holly Savage | PC/Laptop | Hardware | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190176 | Rowena York | Application | Error | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190184 | Leta Bailey | PC/Laptop | Hardware | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190189 | Debra Schlund | None | None | | None | | | No | 0.07 | | | |
| | Metro B Desktop Support | Gary Graham | Workforce Services | Low | | | Closed | No | | | No | 0.07 |
| INC000000190196 | CindaLee Hall | Network | Password | | None | | | No | 0.00 | | | |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190199 | Nora Olson | PC/Laptop | Hardware | | None | | | No | 0.00 | | | |
| | Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190202 | Robert Birkinshaw | None | None | | None | | | No | 0.00 | | | |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | No | | | No | 0.00 |
| INC000000190206 | Viengsay Sundara | PC/Laptop | Hardware | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190208 | Amelia Wilcox | Application | Error | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190215 | Amelia Wilcox | PC/Laptop | Hardware | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190219 | Wayne Tuttle | Server | Error | | None | | | No | 0.00 | | | |
| | Rural South Desktop Support | Lane Adams | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190224 | Amelia Wilcox | Application | Error | | None | | | No | 0.00 | | | |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190237 | Toni Sierra | PC/Laptop | Error | | Microsoft Windows XP Professio | | | No | 0.00 | | | |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190273 | Norma Pech-Rousin | None | None | | None | | | No | 0.00 | | | |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | | Closed | No | | | No | 0.00 |
| INC000000190275 | Linh tran | Application | Error | | Utah Works | | | No | 32.47 | | | |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | | Resolved | Yes | | | Yes | 32.47 |

## Workforce Services

| INC000000190281 | Linh tran | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190287 | Sherida Hicks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190293 | Laurie Ocobock | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Network | David Sedei | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000190310 | Julie Abrahamsen | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190317 | Melauni Jensen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190339 | Joe Coccimiglio | None | None | Computerized Unemployment B | TIR Missed: No | TIR: | 1.16 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.16 |
| INC000000190360 | Glen Nickerson | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.87 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.87 |
| INC000000190373 | Stephen Manzione | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190381 | Vanessa Lagemann | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190388 | Norman Nakamura | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.20 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000190399 | Daisy Baker | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.23 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000190406 | Tamra Tyler | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190413 | Ronda Kelly | Telecom | Dial Tone | Telephone | TIR Missed: No | TIR: | 0.22 |
| Voice Operations | Annette Nielsen | Workforce Services | High | Closed | TTR Missed: No | TTR: | 0.22 |
| INC000000190426 | Tonia Jones | Wireless Connectivity | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190427 | Brian Smith | Wireless Connectivity | None | None | TIR Missed: No | TIR: | 0.98 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.98 |
| INC000000190429 | Liz Lobato | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190430 | Steve Madigan | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190437 | Jonathan R Fatz | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

## Workforce Services

| INC000000190455 | Laurie Ulibarri | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190460 | Connie Dumas | Application | Error | None | | TIR Missed: No | TIR: | 1.57 |
| Application Support - UI Web | Gary Ray | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.57 |
| INC000000190465 | Linda Larsen | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.12 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.12 |
| INC000000190470 | Bryan Kessinger | PC/Laptop | Error | Microsoft Windows XP Professio | | TIR Missed: No | TIR: | 1.41 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.41 |
| INC000000190476 | Mona Delgado | Application | Error | None | | TIR Missed: No | TIR: | 0.11 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.11 |
| INC000000190477 | Laurie Ulibarri | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190493 | Rick Little | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190496 | Joe Nahas | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.35 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.35 |
| INC000000190501 | Terry MacFarlane | None | None | None | | TIR Missed: No | TIR: | 0.61 |
| Metro A Hosting | Tom Carney | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.61 |
| INC000000190507 | Janet Butterfield | Network | Incident | None | | TIR Missed: No | TIR: | 0.31 |
| Network Operations | John Stevens | Workforce Services | High | | Closed | TTR Missed: No | TTR: | 0.31 |
| INC000000190512 | Tawnia Page | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190515 | Terry MacFarlane | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: | 0.43 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.43 |
| INC000000190520 | Glenda Snodgrass | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190540 | June Conn-Solomon | Server | Error | None | | TIR Missed: No | TIR: | 0.54 |
| Application Support - UI Web | Gary Ray | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.54 |
| INC000000190562 | Jacqueline Parker | Telecom | Voice Mail | Telephone | | TIR Missed: No | TIR: | 1.65 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.65 |
| INC000000190569 | Barbara Kelly | Application | Error | Novell GroupWise | | TIR Missed: No | TIR: | 1.01 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.01 |
| INC000000190597 | Amantia Kempton | Telecom | Voice Mail | Telephone | | TIR Missed: No | TIR: | 1.22 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.22 |
| INC000000190609 | Carissa Johnson | Telecom | Call/Receive | None | | TIR Missed: No | TIR: | 0.41 |
| Voice Operations | Lois Schow | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.41 |

## Workforce Services

| INC000000190616 | Steve Madigan | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.20 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000190618 | Joe Coccimiglio | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 2.19 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 2.19 |
| INC000000190631 | Rachel Gehring | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190636 | Devin Patrick | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190638 | Muris Prses | Application | Password | Content Manager | TIR Missed: No | TIR: | 1.36 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.36 |
| INC000000190640 | Anthony Baker | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190654 | Daisy Baker | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 18.15 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: | 18.15 |
| INC000000190659 | Kendra Prince | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.29 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.29 |
| INC000000190668 | Amelia Wilcox | PC/Laptop | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190673 | Amelia Wilcox | PC/Laptop | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190674 | Michael McKlosky | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.20 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000190679 | Gregory Whittaker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190682 | Worthy Glover Jr | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190693 | Kristen Donoviel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190704 | Terry MacFarlane | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190737 | Coy Jackson | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.05 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.05 |
| INC000000190748 | Kelly E Rees-Maw | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190756 | Jared Price | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000190763 | Teri Yool | Application | Error | | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190764 | Susan Weaver-Levet | PC/Laptop | Performance | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190765 | Candice Goodwin | Application | Error | | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190767 | Lyle Ward | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190792 | Matthew Larson | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190795 | Reyna Romero | Application | None | | Microsoft Word | TIR Missed: No | TIR: | 0.27 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.27 |
| INC000000190799 | Jared Price | PC/Laptop | Hardware | | None | TIR Missed: No | TIR: | 0.24 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.24 |
| INC000000190802 | CJ Higgins | Application | None | | Internet Explorer | TIR Missed: No | TIR: | 0.23 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000190805 | Brook Mecham | Application | None | | Novell GroupWise | TIR Missed: No | TIR: | 0.21 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.21 |
| INC000000190806 | Cheree Buckels | Application | None | | Microsoft Word | TIR Missed: No | TIR: | 0.20 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.20 |
| INC000000190811 | Carin Williams | Network | None | | None | TIR Missed: No | TIR: | 0.13 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.13 |
| INC000000190815 | Imaan Bilic | Application | Error | | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190817 | Debra Slotboom | Application | Error | | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190819 | Kim Torman | Application | Error | | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190820 | Molly Wengreen | Telecom | Voice Mail | | Telephone | TIR Missed: No | TIR: | 0.17 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.17 |
| INC000000190830 | Kay Hopkins | Print/Copy/Scan/Fax | Queue | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190853 | Molly Wengreen | Application | Error | | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190877 | Candace Hunter | Application | Error | | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000190900 | Amber Hadley | Telecom | Call/Receive | Telephone | | TIR Missed: No | TIR: | 0.28 |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | Annette Nielsen | Workforce Services | High | | Closed | TTR Missed: No | TTR: | 0.28 |
| INC000000190904 | Joanna Reed | Application | Error | State Payroll Time Entry System | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190912 | Toni C Ansel | Application | Error | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190919 | Laurie Wittwer | Application | None | Microsoft Excel | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190926 | Shallen Kimber | None | None | State Payroll Time Entry System | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190944 | Wendy Edwards | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190945 | Aniara Shields | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190952 | Carol Conti | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.14 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.14 |
| INC000000190962 | Alexia Murphy | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.32 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.32 |
| INC000000190964 | Deann Cardon | None | None | Microsoft Windows XP Professio | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190967 | Lindsey Johnson | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190972 | Diane Pfeifer | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190977 | Carin Williams | Application | Password | DWS Intranet | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190978 | Jana Kano | Application | Error | Mozilla Firefox | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000190982 | Jana Kano | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191000 | Stacy Anderson | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191007 | Bonnie Sterrett | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191020 | Tricia Mecham | Network | Incident | Novell ConsoleOne | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000191041 | Randy Hopkins | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191060 | Heidi Knopp | None | None | eFIND/eSHARE | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191089 | Amelia Wilcox | PC/Laptop | Error | DWS Web | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191097 | Amelia Wilcox | PC/Laptop | Error | DWS Web | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191107 | Amelia Wilcox | PC/Laptop | Error | DWS Web | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191109 | Rebecca Pace | Application | Error | eFIND/eSHARE | | | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191111 | Rene Meza | PC/Laptop | Hardware | None | | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191117 | Lela King | Application | None | None | | | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191134 | Kim Auberger | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191151 | Rebecca Banner | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191159 | Kristine Larson | PC/Laptop | Error | None | | | TIR Missed: No | TIR: 0.77 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.77 |
| INC000000191195 | Dave Laycock | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191199 | Gregory Whittaker | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191213 | Diane Pfeifer | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191225 | Michelle Phillips | Application | Error | Content Manager | | | TIR Missed: No | TIR: 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191288 | Casey Lance | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191290 | Toni C Ansel | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |
| INC000000191291 | Brent Fife | None | None | None | | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Closed | | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| INC000000191292 | Cindy Adams | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191293 | Koral Vasquez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191294 | Debbie Sheldon | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191295 | Tricia Mecham | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191296 | Susan Quist | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191297 | Jaimie Druk | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191308 | Colleen Jamison | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |
| INC000000191333 | Dorothy Hall | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191336 | Janet Gale | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191341 | Nate Olson | Application | Error | None | TIR Missed: No | TIR: | 0.29 |
| Application Support - Imaging and F | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.29 |
| INC000000191345 | Allyn Klingonsmith | Network | Error | None | TIR Missed: No | TIR: | 0.06 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.06 |
| INC000000191378 | Debra Mace | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.18 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |
| INC000000191385 | Bill Eckenbrecht | Application | Reporting | eFIND/eSHARE | TIR Missed: No | TIR: | 0.19 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |
| INC000000191394 | Lanelle Windley | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191398 | Andy Platt | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.07 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |
| INC000000191402 | Allyson Isom | Application | Error | BlackBerry Device Manager Driv | TIR Missed: No | TIR: | 0.57 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.57 |
| INC000000191410 | Tasiaefe Mapu-Sandoval | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.22 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |
| INC000000191411 | Brenda Jones | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Name | Category | Type | Item | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000191416 | John Olson | PC/Laptop | None | None | | TIR Missed: No | TIR: | 0.81 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.81 |
| INC000000191418 | Leticia Hough | Telecom | Call Management | Telephone | | TIR Missed: No | TIR: | 0.65 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.65 |
| INC000000191421 | Lisa Osborn | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191422 | Pam Malone | Application | Error | None | | TIR Missed: No | TIR: | 0.13 |
| BMI Support | Boyd Mortensen | Workforce Services | High | | Resolved | TTR Missed: No | TTR: | 0.13 |
| INC000000191422 | Pam Malone | Application | Error | None | | TIR Missed: No | TIR: | 1.46 |
| BMI Support | Boyd Mortensen | Workforce Services | High | | Resolved | TTR Missed: No | TTR: | 1.46 |
| INC000000191425 | Patisepa Taula | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191437 | Joe Coccimiglio | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: | 1.85 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.85 |
| INC000000191441 | Nicole Kerwood | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191443 | Nancy Durrant | Application | Reporting | Internet Explorer | | TIR Missed: No | TIR: | 0.05 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.05 |
| INC000000191477 | Gary Newren | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191479 | Bryan Call | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 3.37 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 3.37 |
| INC000000191483 | De Ette Richards | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191496 | Debbie Stavros | Telecom | Hardware | Telephone | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191505 | Valerie Argyle | Application | Error | Computerized Unemployment B | | TIR Missed: No | TIR: | 1.14 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.14 |
| INC000000191520 | Lori Groves | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.85 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.85 |
| INC000000191529 | Ernest Ramos | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191554 | Debbie Sheldon | Application | Error | Remedy Asset Management | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191556 | Esther Lopez | PC/Laptop | None | None | | TIR Missed: No | TIR: | 4.12 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 4.12 |

## Workforce Services

| INC000000191559 | Ashley Ledbetter | Telecom | Dial Tone | None | TIR Missed: No | TIR: | 0.24 |
|---|---|---|---|---|---|---|---|
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |
| INC000000191562 | Danette Groesbeck | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 8.63 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 8.63 |
| INC000000191564 | Cindy Bertagnolli | Application | Error | None | TIR Missed: No | TIR: | 0.27 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.27 |
| INC000000191577 | Victoria Solares | Application | Reporting | None | TIR Missed: No | TIR: | 0.11 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |
| INC000000191589 | Prisca Hegngi | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |
| INC000000191595 | Kim Dinh-Nguyen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191606 | Jerry Norton | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191620 | Galina Greer | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191646 | Carolyn Paul | Telecom | Call/Receive | Telephone | TIR Missed: No | TIR: | 0.32 |
| Voice Operations | Pete Gall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |
| INC000000191646 | Carolyn Paul | Telecom | Call/Receive | Telephone | TIR Missed: No | TIR: | 0.00 |
| Voice Operations | Pete Gall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191659 | Ranee Johnson | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191660 | Carina Larson | Telecom | Call Management | Telephone | TIR Missed: No | TIR: | 1.05 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.05 |
| INC000000191663 | Jolyn Bevan | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.97 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.97 |
| INC000000191693 | Linda Larsen | Network | Incident | None | TIR Missed: No | TIR: | 0.24 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |
| INC000000191700 | David Moore | Application | None | Microsoft Word | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000191702 | Ioana Tooala | Network | None | None | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000191703 | George Aguilar | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.53 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.53 |
| INC000000191704 | Brook Mecham | PC/Laptop | Performance | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

# Enterprise Incident Report
As of **10/4/2010**

**Workforce Services**

| INC000000191707 | Gilberto Vigil | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.53 |
|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.53 |
| INC000000191708 | Rich Balfour | Print/Copy/Scan/Fax | Incident | Novell iPrint | TIR Missed: No | TIR: | 2.60 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 2.60 |
| INC000000191735 | Susan Etzel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191736 | Gary Williams | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191754 | Christopher Durbin | Application | None | Utah Works | TIR Missed: No | TIR: | 0.36 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.36 |
| INC000000191759 | Donna Ferrozzo | Application | Error | None | TIR Missed: No | TIR: | 1.82 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.82 |
| INC000000191773 | Jill Turner | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.05 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.05 |
| INC000000191775 | Angie Fletcher | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.40 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.40 |
| INC000000191776 | Blake Minardi | None | None | None | TIR Missed: No | TIR: | 0.53 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.53 |
| INC000000191788 | Tricia Matz-Underwood | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191791 | Anna Larson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191798 | Anthony Baker | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 8.46 |
| Capitol Desktop Support | Eva Cornish | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: | 8.46 |
| INC000000191804 | Nidia Meza | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.35 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.35 |
| INC000000191809 | Miguel Gonzalez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191823 | Christopher Durbin | PC/Laptop | Performance | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191824 | Tanya Wilson | Application | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191842 | Cristina Chavez | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191867 | Gregory Bates | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 1.59 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.59 |

| Workforce Services | | | | | | | | |

| INC000000191872 | Kamron Dalton | Application | Error | | Content Manager | | TIR Missed: No | TIR: | 0.55 |
|---|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.55 |
| INC000000191880 | Helen Thatcher | PC/Laptop | Performance | | None | | TIR Missed: No | TIR: | 0.42 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.42 |
| INC000000191905 | Verlin Christensen | Application | Reporting | | Novell GroupWise | | TIR Missed: No | TIR: | 0.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.10 |
| INC000000191918 | Kathryn Neibert | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191922 | Javier Hernandez | Network | Incident | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191923 | Rick Maners | Telecom | Voice Mail | | None | | TIR Missed: No | TIR: | 0.21 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.21 |
| INC000000191929 | Jolie Jacobsen | Application | Error | | State Payroll Time Entry System | | TIR Missed: No | TIR: | 0.07 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.07 |
| INC000000191944 | Steve Madigan | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: No | TIR: | 0.40 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.40 |
| INC000000191949 | Jill Bingham | Application | None | | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191950 | Antonette Gray | Application | Error | | None | | TIR Missed: No | TIR: | 2.07 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 2.07 |
| INC000000191958 | Becki Bryce | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191962 | Bevan Nelson | Application | None | | Microsoft Word | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191977 | Diane Zylks | PC/Laptop | Performance | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191994 | Lucinda Berge | PC/Laptop | Performance | | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000191997 | Stephen Nebeker | Application | Error | | SAP Frontend | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192012 | Mirela Mackovic | Network | Password | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192041 | Lisa Osborn | None | None | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192048 | Janell Tafoya | Telecom | Voice Mail | | Telephone | | TIR Missed: No | TIR: | 0.13 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.13 |

**Workforce Services**

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000192065 | Marianne Turner | Network | Incident | | None | | TIR Missed: No | TIR: 3.43 |
| Network Operations | Kelli Okumura | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 3.43 |
| INC000000192066 | Heidi Torres | Application | Error | | None | | TIR Missed: No | TIR: 0.93 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.93 |
| INC000000192068 | Heidi Torres | Application | Error | | None | | TIR Missed: No | TIR: 0.93 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.93 |
| INC000000192069 | Onalee Wilson | None | None | | None | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192071 | Mary Ann Lawson | Telecom | Voice Mail | | None | | TIR Missed: No | TIR: 0.32 |
| Voice Operations | Britany Finlay | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.32 |
| INC000000192073 | Cathy Swain | Application | Password | | eFIND/eSHARE | | TIR Missed: No | TIR: 0.15 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.15 |
| INC000000192084 | Ron Dunn | Application | None | | Novell GroupWise | | TIR Missed: No | TIR: 10.97 |
| Capitol Desktop Support | Eva Cornish | Workforce Services | Low | | | Resolved | TTR Missed: Yes | TTR: 10.97 |
| INC000000192087 | Connie Laws | Application | Error | | Remedy Incident Management | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192095 | Teri Yool | None | None | | None | | TIR Missed: No | TIR: 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192106 | Al Yardley | Network | Incident | | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192118 | Carrie Peterson | None | None | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192127 | Jodie Ward | None | None | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192136 | Randy J Thompson | None | None | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192137 | Marty Przybyla | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192141 | Rene Meza | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192144 | Leslie Judd | PC/Laptop | Performance | | Utah Works | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192159 | Gary Newren | PC/Laptop | Hardware | | Symantec AntiVirus | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192165 | Galina Greer | PC/Laptop | Virus | | None | | TIR Missed: No | TIR: 1.51 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: 1.51 |

## Workforce Services

| Incident | Name | Category | Type | System | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000192172 | Gary Waters | PC/Laptop | Password | Microsoft Windows XP Professio | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk — Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192175 | Rebecca Farnsworth | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support — Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192218 | Wayne Tuttle | Network | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Rural South Desktop Support — Lane Adams | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192219 | Gordon Snow | Application | Error | DWS Web | TIR Missed: No | TIR: 0.00 |
| | Metro D North Desktop Support — Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192222 | Clint Beebe | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: 0.40 |
| | Voice Operations — Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.40 |
| INC000000192223 | Brandi Gunnell | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Rural South Desktop Support — Lane Adams | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192228 | Shallen Kimber | Application | Error | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| | Metro D North Desktop Support — Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192243 | Mike Cook | Application | None | None | TIR Missed: No | TIR: 0.14 |
| | Metro A Help Desk — Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.14 |
| INC000000192259 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control — Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192285 | Valerie Argyle | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.52 |
| | Metro A Desktop Support — Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.52 |
| INC000000192288 | Craig Guerrero | Application | Error | DWS Intranet | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk — Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192300 | Penni Dehaan | Application | Password | None | TIR Missed: No | TIR: 0.14 |
| | Metro A Help Desk — Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.14 |
| INC000000192301 | Tricia Fuhriman | Remote Connectivity | Performance | None | TIR Missed: No | TIR: 0.50 |
| | Network Operations — Terry Mills | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.50 |
| INC000000192312 | Peggy Killian | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support — Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192321 | Roberta Ivankovich | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Help Desk — James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000192329 | Jolyn Bevan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.08 |
| | Metro A Help Desk — Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.08 |
| INC000000192382 | Justin Whittaker | Application | Error | None | TIR Missed: No | TIR: 0.02 |
| | Metro D North Desktop Support — Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.02 |
| INC000000192385 | Jimmy Smith | PC/Laptop | Error | PGP | TIR Missed: No | TIR: 0.03 |
| | Metro A Desktop Support — Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.03 |

## Workforce Services

| Incident | Name | Category | Type | Item | Team | Assignee | Group | Priority | Status | TIR Missed | TIR | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000192390 | Cristina Chavez | Application | Error | Content Manager | | | | | | TIR Missed: No | TIR: 0.49 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.49 | | |
| INC000000192401 | Craig Guerrero | Telecom | None | None | | | | | | TIR Missed: No | TIR: 0.66 | | |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.66 | | |
| INC000000192409 | Donna Ferrozzo | None | None | None | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192435 | Kristen Floyd | Mobile Devices | Error | BlackBerry Configuration | | | | | | TIR Missed: No | TIR: 0.34 | | |
| | Capitol Desktop Support | Sarah Johnson | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.34 | | |
| INC000000192483 | Lori Groves | None | None | None | | | | | | TIR Missed: No | TIR: 0.16 | | |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.16 | | |
| INC000000192499 | Leslie Judd | None | None | Microsoft Windows XP Professic | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192536 | Betty Betham | Application | Error | eFIND/eSHARE | | | | | | TIR Missed: No | TIR: 0.34 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.34 | | |
| INC000000192561 | Diane Hicken | Application | Error | Content Manager | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192565 | Linda Rothenberger | Application | Error | Utah Works | | | | | | TIR Missed: No | TIR: 0.48 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.48 | | |
| INC000000192572 | Jonathan R Fatz | Application | Password | Novell GroupWise | | | | | | TIR Missed: No | TIR: 0.23 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.23 | | |
| INC000000192584 | Steve Madigan | Print/Copy/Scan/Fax | Incident | None | | | | | | TIR Missed: No | TIR: 0.70 | | |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.70 | | |
| INC000000192592 | Scott J Clark | Telecom | Hardware | None | | | | | | TIR Missed: No | TIR: 0.94 | | |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.94 | | |
| INC000000192617 | Gloria Jensen | Print/Copy/Scan/Fax | Incident | None | | | | | | TIR Missed: No | TIR: 0.73 | | |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.73 | | |
| INC000000192618 | Debbie Olsen | None | None | None | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192651 | Aly Scovil | Application | Password | None | | | | | | TIR Missed: No | TIR: 0.07 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.07 | | |
| INC000000192658 | Connie I Fowler | Application | Password | Novell GroupWise | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192664 | Amy Wylie | PC/Laptop | Password | None | | | | | | TIR Missed: No | TIR: 0.00 | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 0.00 | | |
| INC000000192669 | Amantia Kempton | Telecom | Voice Mail | Telephone | | | | | | TIR Missed: No | TIR: 1.54 | | |
| | Voice Operations | Britany Finlay | Workforce Services | Low | | | | | Resolved | TTR Missed: No | TTR: 1.54 | | |

## Workforce Services

| Incident | Name | Category | Type | Product | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000192676 | Frank Trivino | Network | Password | Novell Client for 32-bit Windows | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192677 | Mary Ann Lawson | Telecom | Voice Mail | Telephone | No | 3.40 |
| Voice Operations | Britany Finlay | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 3.40 |
| INC000000192691 | Theresa Chief Eagle-Little | Network | Performance | None | No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192693 | Troy Evans | Application | Error | Computerized Unemployment B | No | 1.63 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 1.63 |
| INC000000192699 | Sharrif Dajany | PC/Laptop | Performance | Novell Client for 32-bit Windows | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192702 | Kent Njord | Application | None | None | No | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.05 |
| INC000000192740 | Melody Harkwright | Application | None | None | No | 2.99 |
| Application Support - UWORKS | Eric Strong | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 2.99 |
| INC000000192742 | Becki Bryce | Application | None | Microsoft Windows XP Professi | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192760 | Allyn Klingonsmith | Telecom | Voice Mail | None | No | 2.10 |
| Voice Operations | Britany Finlay | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 2.10 |
| INC000000192810 | Becki Bryce | Application | None | Microsoft Windows XP Professi | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192814 | Patricia Torres | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192816 | Kim Torman | Network | Incident | None | No | 0.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.10 |
| INC000000192819 | Tammy M Cole | Print/Copy/Scan/Fax | None | None | No | 0.07 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.07 |
| INC000000192824 | Lincoln Hansen | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192827 | Ryan Betts | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192832 | Jared Henricksen | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192836 | Paul Johnston | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000192838 | Cesar Salazar | Print/Copy/Scan/Fax | None | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | Resolved | | TTR Missed: No | TTR: |

## Workforce Services

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000192839 | Bryan Kessinger | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192840 | Jane Broadhead | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 3.10 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 3.10 |
| INC000000192843 | Tanya Wilson | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192844 | LaDawn McPherson | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192846 | Alexis Rodriguez | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192848 | Michelle W Christensen | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192852 | Pamela Surakhun | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 3.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 3.00 |
| INC000000192860 | Jennika Sheldon | Network | Performance | | None | | TIR Missed: No | TIR: | 0.48 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.48 |
| INC000000192861 | Molly Wengreen | Application | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192866 | Janet Butterfield | Application | Error | | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Doug Chaston | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192886 | Jamar Lee | Application | Error | | DWS Web | | TIR Missed: No | TIR: | 0.09 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.09 |
| INC000000192894 | Mandy Petersen | Telecom | Voice Mail | | Telephone | | TIR Missed: No | TIR: | 0.23 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.23 |
| INC000000192951 | Koral Vasquez | Application | Error | | DWS Web | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192970 | Happi Hansen | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192973 | Mary Lochner | Application | Error | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192977 | Norman Keith | Print/Copy/Scan/Fax | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192980 | Mary Silva | Network | None | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192985 | Barbara Fischer | Application | Error | | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | | Resolved | TTR Missed: No | TTR: | |

## Workforce Services

| INC000000192986 | Carol Thornhill | Application | Error | None | TIR Missed: No | TIR: | 0.11 |
|---|---|---|---|---|---|---|---|
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |
| INC000000192988 | Barbara Fischer | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192990 | Karen Gardner | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000192992 | Melody Harkwright | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.74 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.74 |
| INC000000193000 | Pattie Maw | Application | Error | Adobe Reader | TIR Missed: No | TIR: | 0.82 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.82 |
| INC000000193004 | Neil Stevens | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 1.80 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.80 |
| INC000000193019 | Shelly Burleson | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193026 | Phay Panh | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193029 | Andrea Brunyer | Application | None | Computerized Unemployment B | TIR Missed: No | TIR: | 1.52 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.52 |
| INC000000193034 | Mandy Adamson | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193040 | Marianne Turner | Network | Performance | None | TIR Missed: No | TIR: | 4.74 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.74 |
| INC000000193048 | Vicki Moore | Application | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193051 | Eden Johnson | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.23 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.23 |
| INC000000193068 | Melissa McBride | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Eileen Dubach | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193076 | Dolores Febles | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.91 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.91 |
| INC000000193082 | George Aguilar | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193086 | Jacqueline Parker | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.73 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.73 |
| INC000000193095 | Terry Hansen | Application | None | None | TIR Missed: No | TIR: | 0.74 |
| Operations Production Control | Cal Brinton | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.74 |

## Workforce Services

| INC000000193098 | Harut Torosyan | Application | Error | Data Warehouse | TIR Missed: No | TIR: | 0.71 |
|---|---|---|---|---|---|---|---|
| Application Support - Data Warehou | Blaine Campbell | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.71 |
| INC000000193101 | Dawn Steinike | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.0 |
| INC000000193104 | Becki Bryce | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193121 | Evelyn Gonzales | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193124 | Ying Huynh | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193130 | April Gerber | Network | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193132 | Timothy Dye | Application | Reporting | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193158 | Susan Kirby | None | None | None | TIR Missed: No | TIR: | 0.18 |
| Application Support - Content Mana | Kent Rimmasch | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |
| INC000000193166 | Greg Blue | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193167 | Lisa C Peterson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193169 | Charles Owens | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193170 | Arlene Beckstead | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193171 | Loggins Merrill | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193173 | Susy M Westphal | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193174 | Cindy Lehmann | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - Content Mana | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193177 | Lisa C Peterson | Application | Error | None | TIR Missed: No | TIR: | 0.05 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |
| INC000000193182 | Becky Fisher | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193193 | Stephen Jorgensen | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Name | Type | Category | Item | TIR Missed | TIR | Value |
|---|---|---|---|---|---|---|---|
| INC000000193204 | Nancy Gallegos | Application | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193286 | Randy Hopkins | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193291 | Toni C Ansel | PC/Laptop | None | Microsoft Windows XP Professional | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193294 | Randy J Thompson | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193307 | Bret Lucas | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193325 | Andrea Carroll | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193352 | Lynnette McKee | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.20 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.20 |
| INC000000193374 | Ginger Humphrey | Remote Connectivity | Error | None | TIR Missed: No | TIR: | 1.17 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.17 |
| INC000000193400 | James Stavros | PC/Laptop | Performance | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193404 | Tracy Lindquist | PC/Laptop | Performance | Microsoft Windows XP Professional | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193430 | Maria Berg | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.39 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.39 |
| INC000000193450 | Rod Barlow | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193453 | Leora Lopez | Application | SSL Certificate | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193458 | Debra Mace | PC/Laptop | Virus | None | TIR Missed: No | TIR: | 0.23 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |
| INC000000193488 | Katherine Kennedy Neal | PC/Laptop | Error | DWS Web | TIR Missed: No | TIR: | 0.12 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |
| INC000000193495 | Doris Adams | Application | Password | Utah Job Match | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193508 | Agnes Lomu | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.74 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.74 |
| INC000000193538 | Mary McConaughy | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 0.13 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

**Workforce Services**

| INC000000193555 | George Aguilar | Application | None | Adobe Reader | TIR Missed: No | TIR: | 0.15 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.15 |
| INC000000193556 | Kerry A Cole | None | None | None | TIR Missed: No | TIR: | 1.38 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.38 |
| INC000000193557 | Heather Payne | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.20 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.20 |
| INC000000193559 | Maricela Flores | Application | None | eFIND/eSHARE | TIR Missed: No | TIR: | 0.20 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.20 |
| INC000000193596 | Jill Turner | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.07 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.07 |
| INC000000193616 | Kim-Ngan Lam | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193620 | Linda Hansen | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193626 | Gary Newren | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193648 | Ryan Burton | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193649 | Dyanna Butterworth | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193673 | Cheryl Whitney | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.31 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.31 |
| INC000000193685 | Matthew Larson | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.10 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.10 |
| INC000000193688 | Debbie Sparks | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.08 |
| INC000000193690 | Kevin Burt | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.08 |
| INC000000193700 | Lane Anderson | Application | Password | DWS Capture | TIR Missed: No | TIR: | 1.70 |
| Rural South Desktop Support | Jeremy Standifird | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.70 |
| INC000000193710 | Jonathan Deesing | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 1.75 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.75 |
| INC000000193740 | Gabriel Ghibirdic | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000193807 | Mirela Mackovic | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Person | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000193808 | Alexia Murphy | PC/Laptop | Password | None | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193814 | Whitney Roberts | None | None | None | No | 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193820 | Shauna Havey | PC/Laptop | None | None | No | 0.05 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.05 |
| INC000000193831 | Michelle Madrigal | Application | Error | DWS Web | No | 0.77 |
| Application Support - Data Warehou | Greg Nelson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.77 |
| INC000000193846 | Christi Seger | Application | Error | None | No | 2.59 |
| Enterprise Security | Bart Grant | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 2.59 |
| INC000000193853 | Debra Slotboom | Application | Error | Content Manager | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193865 | Kim Auberger | Application | Error | DWS Intranet | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193876 | Trudy Ellis | Application | Error | eFIND/eSHARE | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193890 | Rich Mackay | Application | Error | PGP | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193909 | Susan Quist | Application | Error | DWS Web | No | 0.54 |
| Application Support - Data Warehou | Greg Nelson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.54 |
| INC000000193951 | Liz Lobato | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193960 | Rebecca Banner | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193962 | Kathleen Leiker | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193965 | Koral Vasquez | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193968 | Kristen Floyd | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193969 | Steve Leyba | None | None | None | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000193980 | Roseanna Bills | Telecom | None | None | No | 0.47 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.47 |
| INC000000193992 | Sherra Lynn Westover | PC/Laptop | Performance | None | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| Incident | Name | Category | Type | Item | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000194000 | Jackie Dalton | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194004 | Randi Carter | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.26 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.26 |
| INC000000194014 | Connie Perry | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194015 | Shelley Dial | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.06 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.06 |
| INC000000194019 | Lynda R Myore | Application | Error | Microsoft Windows 7 | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194025 | John T Mathews | Application | Error | ZENworks for Desktops | | TIR Missed: No | TIR: | 1.77 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.77 |
| INC000000194027 | Jacoy Richens | Wireless Connectivity | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194028 | Connie Perry | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.14 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000194036 | Tracie Williams | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194040 | Linda Delaplaine | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.96 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.96 |
| INC000000194078 | Jerry Pruitt | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Meladye Shively | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194079 | Alexandra Nigh | Remote Connectivity | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194086 | Junie Anderson | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: | 1.53 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.53 |
| INC000000194093 | Gloria Jensen | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: | 1.27 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.27 |
| INC000000194111 | Linda Latham | Telecom | IP | None | | TIR Missed: No | TIR: | 0.96 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.96 |
| INC000000194130 | Susan Etzel | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194147 | Michael Banks | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.23 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.23 |
| INC000000194150 | Timothy Dye | Application | Reporting | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000194155 | April Gerber | Application | Error | | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194157 | Eugenia Artamonova | Application | Reporting | | Novell GroupWise | TIR Missed: No | TIR: | 0.09 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.09 |
| INC000000194161 | Melauni Jensen | Print/Copy/Scan/Fax | Incident | | None | TIR Missed: No | TIR: | 0.91 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.91 |
| INC000000194167 | Mickey Tabor | Application | None | | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194170 | Prisca Hegngi | Application | None | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194182 | My Tran | PC/Laptop | None | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194191 | Samantha Moseley | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194196 | Anthony Baker | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194200 | Debra Nordfelt | PC/Laptop | Performance | | None | TIR Missed: No | TIR: | 0.19 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.19 |
| INC000000194203 | Tasha Brooks | Application | Error | | Content Manager | TIR Missed: No | TIR: | 0.59 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.59 |
| INC000000194206 | Samantha Moseley | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194213 | Vaiolini Poli | Application | Reporting | | None | TIR Missed: No | TIR: | 1.38 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.38 |
| INC000000194217 | Happi Hansen | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194225 | Jessica Ankenbauer | Network | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194227 | Kerry A Cole | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194234 | Mary Zorn | Application | None | | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194239 | Jeremy Stewart | Print/Copy/Scan/Fax | Incident | | Computerized Unemployment B | TIR Missed: No | TIR: | 1.08 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.08 |
| INC000000194241 | Steven Opager | Application | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| INC000000194244 | Kate Besendorfer | Application | Password | None | | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194248 | Ryan Betts | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194249 | Michael Barrett | Network | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194257 | Clint Beebe | Network | Password | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194273 | Colleen Gearheart | Application | Error | None | | TIR Missed: No | TIR: | 0.42 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.42 |
| INC000000194281 | Ryan Betts | Application | Password | Public Assistance Case Manage | | TIR Missed: No | TIR: | 3.74 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 3.74 |
| INC000000194283 | Connie Shearwood | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194289 | Gaylinn Frandsen | PC/Laptop | None | Microsoft Windows XP Professi | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194292 | Margo Weeks | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194300 | Lela King | None | None | Microsoft Windows XP Professi | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194307 | Tene' Howell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194309 | Andrew Wilcox | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.07 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.07 |
| INC000000194315 | Kristen Floyd | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194328 | Veronica M Valadez | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194329 | Matthew Larson | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194331 | Shauna Vigil | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194351 | Bryan Kessinger | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194394 | Charles Amonett | Application | Reporting | None | | TIR Missed: No | TIR: | 0.59 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.59 |

## Workforce Services

| INC000000194399 | Edina Cesko-Wilson | None | None | None | | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194411 | Rachel Gehring | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194420 | Jason Allcott | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194431 | Genevieve Gallegos | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.03 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.03 |
| INC000000194441 | Debbie Sparks | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194447 | Javier Hernandez | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194458 | Gordon Snow | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194459 | Sierra Roberts | Application | Password | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194460 | Gaylene Pebley | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194465 | Derrek Child | Remote Connectivity | Error | None | | TIR Missed: No | TIR: | 1.78 |
| Network Operations | John Stevens | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.78 |
| INC000000194470 | Gaylene Pebley | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194483 | Liz Lobato | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194497 | Rebecca Banner | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194499 | Ruth Warby | Telecom | Feature | Telephone | | TIR Missed: No | TIR: | 0.34 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.34 |
| INC000000194503 | Katie Hanway | Application | Error | Novell GroupWise | | TIR Missed: No | TIR: | 0.09 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.09 |
| INC000000194522 | Kim Auberger | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000194538 | Rebecca Ntshalintshali | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.38 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.38 |
| INC000000194555 | David Chatterley | Telecom | Call/Receive | None | | TIR Missed: No | TIR: | 1.09 |
| Voice/Data/WAN Services | Greg Blessing | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: | 1.09 |

## Workforce Services

| Incident | Name | Category | Type | Item | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000194557 | Heather Sawley | Application | Error | Microsoft Word | TIR Missed: No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194564 | Rebecca Sangberg | Application | Error | Microsoft Excel | TIR Missed: No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194566 | Marge Rajski | Application | Error | Avaya IP Softphone | TIR Missed: No | 0.48 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | 0.48 |
| INC000000194567 | Cindy Bertagnolli | Application | Error | None | TIR Missed: No | 0.62 |
| Application Support - Web Dev | Chad Thompson | Workforce Services | Low | Resolved | TTR Missed: No | 0.62 |
| INC000000194570 | Quinten Klingonsmith | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.13 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.13 |
| INC000000194576 | May Chanthapannha | PC/Laptop | Hardware | None | TIR Missed: No | 0.21 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.21 |
| INC000000194580 | Marilu Uribe | Remote Connectivity | Performance | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194583 | Jacki Randolph | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194587 | Heather Sawley | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194596 | Christine Mayne | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194613 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194637 | Rebecca D Anderson | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194644 | Rebecca D Anderson | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194669 | Scott L Tanner | Application | Error | eFIND/eSHARE | TIR Missed: No | 0.27 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.27 |
| INC000000194686 | Mary Ann Lawson | Application | None | Utah Works | TIR Missed: No | 0.40 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | 0.40 |
| INC000000194689 | Rick Little | None | None | None | TIR Missed: No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194691 | Anne Chase | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000194696 | April Gerber | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

**Workforce Services**

| INC | Name | Category | Type | Item | | | TIR Missed | TIR |
|---|---|---|---|---|---|---|---|---|
| INC000000194708 | Connie Laws | Application | Password | PGP | | | No | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194771 | Verlin Christensen | None | None | None | | | No | 0.00 |
| Metro B Desktop Support | Gary Graham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194800 | Brent Fife | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194804 | Matthew Larson | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194811 | Brent Fife | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194817 | Matthew Larson | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194818 | Brent Fife | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194821 | Matthew Larson | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194822 | Matthew Larson | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194824 | Brent Fife | None | None | None | | | No | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194864 | Siosiana Naupoto | None | None | None | | | No | 0.12 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.12 |
| INC000000194898 | Colleen Gearheart | Print/Copy/Scan/Fax | Error Code | Computerized Unemployment B | | | No | 1.08 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 1.08 |
| INC000000194902 | Crecia Baker | PC/Laptop | Performance | None | | | No | 0.05 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.05 |
| INC000000194904 | Anita Kramer | Print/Copy/Scan/Fax | Incident | None | | | No | 0.64 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.64 |
| INC000000194905 | Vanna Chav | PC/Laptop | Virus | None | | | No | 0.03 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.03 |
| INC000000194908 | Steven Bryan | Application | Password | Content Manager | | | No | 0.84 |
| Application Support - Content Mana | Kent Rimmasch | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.84 |
| INC000000194929 | Steven L Rasmussen | Application | Error | Utah Works | | | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000194956 | Janet Gale | Network | Error | Novell Client for 32-bit Windows | | | No | 0.44 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.44 |

## Workforce Services

| Incident | Requester | Category 1 | Category 2 | Product | TIR Missed | TIR | Group / Assignee | Service | Priority | Status | TTR Missed | TTR |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000194964 | Son Chau | Application | Error | Utah Works | No | 0.57 | | | | | | |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | | | Resolved | | | No | 0.57 |
| INC000000194967 | Theresa R Wheatley | Network | Password | Novell Client for 32-bit Windows | No | 0.28 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.28 |
| INC000000194967 | Theresa R Wheatley | Network | Password | Novell Client for 32-bit Windows | No | 0.29 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.29 |
| INC000000194969 | Beverly Anderson | Application | Error | Content Manager | No | 0.00 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000194970 | Linda Wallentine | Application | Error | Utah Works | No | 1.53 | | | | | | |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | | | Resolved | | | No | 1.53 |
| INC000000194981 | Andrea Henderson | Application | Password | None | No | 0.39 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.39 |
| INC000000194983 | Roberta Ivankovich | Print/Copy/Scan/Fax | Queue | None | No | 0.00 | | | | | | |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000194985 | Linda Hansen | Application | Error | Mozilla Firefox | No | 0.00 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000195009 | Kelsey Garner | PC/Laptop | Password | Novell Client for 32-bit Windows | No | 0.13 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.13 |
| INC000000195013 | John Olson | Application | None | Novell GroupWise | No | 0.00 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000195020 | Andrea Cervantes-Camero | Network | Password | Novell Client for 32-bit Windows | No | 0.10 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.10 |
| INC000000195034 | Nate Olson | Network | Password | Novell Client for 32-bit Windows | No | 0.60 | | | | | | |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | | | Resolved | | | No | 0.60 |
| INC000000195059 | Patisepa Taula | None | None | None | No | 0.00 | | | | | | |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000195063 | Bill Montague | PC/Laptop | Error | None | No | 7.76 | | | | | | |
| | Rural Central Desktop Support | Todd Hardy | Workforce Services | Low | | | | Resolved | | | Yes | 7.76 |
| INC000000195067 | Nancy Galt | Telecom | Hardware | None | No | 0.09 | | | | | | |
| | Voice/Data/WAN Services | Mike Johnson | Workforce Services | Low | | | | Resolved | | | No | 0.09 |
| INC000000195077 | Zana Jokic | Network | Password | Novell Client for 32-bit Windows | No | 0.00 | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | | | No | 0.00 |
| INC000000195085 | Tauna Woolley | Telecom | Voice Mail | None | No | 0.25 | | | | | | |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | | | | Resolved | | | No | 0.25 |
| INC000000195121 | Mike Daniels | Network | Password | None | No | 0.00 | | | | | | |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | | Resolved | | | No | |

| **Workforce Services** | | | | | | | | |
|---|---|---|---|---|---|---|---|---|

| Incident | Customer | Category | Type | | Product/Item | TIR Missed | TIR | Value |
|---|---|---|---|---|---|---|---|---|
| INC000000195127 | Veronica M Valadez | Network | Incident | | None | TIR Missed: No | TIR: | 1.41 |
| Rural Central Desktop Support | Gerald Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.41 |
| INC000000195129 | Zenaida Martinez | PC/Laptop | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195130 | Lanelle Windley | PC/Laptop | Error | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195132 | Halima Hussein | PC/Laptop | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195148 | Leslie Haycock | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195153 | Clint Church | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195158 | Jodie Jackson | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195160 | Elizabeth Fitzpatrick | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195165 | Scott A Stephens | Application | Error | | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 2.50 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 2.50 |
| INC000000195167 | Sharon Lowe | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195172 | Verlin Christensen | Application | Error | | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195177 | Rhonda Hypio | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195182 | Quinten Klingonsmith | Wireless Connectivity | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195184 | Randon Lessing | Application | Error | | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195185 | Halima Hussein | Application | Error | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195192 | Randon Lessing | PC/Laptop | Hardware | | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195198 | Crecia Baker | Telecom | Call/Receive | | Telephone | TIR Missed: No | TIR: | 0.38 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.38 |
| INC000000195199 | Lyn Frohlich | Telecom | None | | Telephone | TIR Missed: No | TIR: | 1.01 |
| Voice/Data/WAN Services | Mike Johnson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.01 |

## Workforce Services

| Incident | Name | Category | Type | Item | TIR Missed | TIR | Value |
|---|---|---|---|---|---|---|---|
| INC000000195201 | Matt Bulloch | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195206 | Matt Bulloch | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195210 | Lorie Davis | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 1.15 |
| Metro A Desktop Support | Robert Wall | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 1.15 |
| INC000000195214 | David Brand | Mobile Devices | Error | BlackBerry | TIR Missed: No | TIR: | 0.20 |
| Help Desk | James Stearns | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.20 |
| INC000000195216 | Linda Neff | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195219 | Linda Neff | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195220 | Linda Wallentine | Application | Error | Utah Works | TIR Missed: No | TIR: | 8.09 |
| Application Support - UWORKS | Eric Strong | Workforce Services Low | | Resolved | TTR Missed: Yes | TTR: | 8.09 |
| INC000000195225 | Tauna Woolley | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.19 |
| Voice Operations | Annette Nielsen | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.19 |
| INC000000195251 | Eric Bates | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195254 | Eric Bates | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195256 | Sheryl Nisely | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.21 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 1.21 |
| INC000000195269 | Janet Jolley | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195289 | Terry MacFarlane | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.19 |
| Metro A Desktop Support | Rodney Austin | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.19 |
| INC000000195290 | Danielle Nelson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.29 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.29 |
| INC000000195305 | Debbie Herr | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195309 | Jerry Norton | Application | Error | Job search for job seekers and s | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195339 | Samuel Hendricksen | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195341 | Anne Chase | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000195343 | Steffanie Hicks | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.16 |
|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |
| INC000000195349 | Cindy Bertagnolli | PC/Laptop | Performance | Content Manager | TIR Missed: No | TIR: | 0.49 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.49 |
| INC000000195356 | Cindy Bertagnolli | PC/Laptop | None | Content Manager | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |
| INC000000195358 | Amanda McPeck | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.35 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.35 |
| INC000000195396 | Cassandra Pickle | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.14 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000195397 | Karla Aguirre | Mobile Devices | None | BlackBerry Enterprise Server | TIR Missed: No | TIR: | 0.35 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.35 |
| INC000000195400 | Kimberly Carter | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.37 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.37 |
| INC000000195410 | Linh tran | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195427 | Lyndie Degraw | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195429 | Sharon Holmes | Application | Password | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195430 | Rachel Goss | Application | Password | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195447 | Jamie Escobia | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195453 | Leora Lopez | Application | Error | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195460 | Sandra Pyper | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.32 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |
| INC000000195479 | David Marshall | None | None | None | TIR Missed: No | TIR: | 0.32 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |
| INC000000195481 | Jane Burt | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000195488 | Andrea Henderson | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.23 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |
| INC000000195501 | Mary Silva | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

# Enterprise Incident Report

As of **10/4/2010**

## Workforce Services

| Incident | Requester | Category | Type | Product | TIR Missed | TIR |
|---|---|---|---|---|---|---|
| INC000000195507 | Shawna Gelhard | Network | Error | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195509 | Shawna Gelhard | Server | Error | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195510 | John Paul | Application | Error | None | TIR Missed: No | TIR: 0.85 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.85 |
| INC000000195515 | Karen Shepherd | Application | Error | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195518 | Marty Przybyla | Application | Error | Content Manager | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195523 | Jacquelyn Harris | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195545 | Timothy Dye | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195550 | Susan Cottam | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195554 | Loggins Merrill | Network | Error | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195558 | Jodie Gallegos | None | None | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195561 | Jefferson McClellan | None | None | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195567 | Bret Lucas | None | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195593 | William Greer | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: 0.32 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.32 |
| INC000000195597 | June Conn-Solomon | Server | Error | None | TIR Missed: No | TIR: 26.73 |
| Application Support - UI Web | Gary Ray | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 26.73 |
| INC000000195598 | Clayton Cederlof | Application | Error | Novell Messenger | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195602 | John Paul | Application | None | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195606 | Terry MacFarlane | Application | None | None | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000195630 | Cory Olson | Network | Incident | None | TIR Missed: No | TIR: 0.08 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.08 |

## Workforce Services

| INC000000195631 | Ryan Reeder | Application | Error | Adobe Reader | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195636 | Sandy Goulden | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195666 | Cristina Chavez | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195670 | Kim Torman | Telecom | Call/Receive | Telephone | TIR Missed: No | TIR: | 0.44 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.44 |

| INC000000195682 | Sandy Flores | Remote Connectivity | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195696 | Sandy Flores | Remote Connectivity | None | None | TIR Missed: No | TIR: | 0.07 |
| Network Operations | Terry Mills | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000195733 | Gilberto Vigil | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.18 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000195738 | Sheryl Nisely | Telecom | Dial Tone | None | TIR Missed: No | TIR: | 0.30 |
| Voice Operations | Annette Nielsen | Workforce Services | High | | Resolved | TTR Missed: No | TTR: | 0.30 |

| INC000000195744 | Linda Hansen | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195753 | Merrill Black | Application | Error | Utah Works | TIR Missed: No | TIR: | 5.00 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 5.00 |

| INC000000195782 | Ashley Baker | Application | Error | None | TIR Missed: No | TIR: | 0.01 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.01 |

| INC000000195800 | Sandra Evans | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.09 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000195801 | Steven L Rasmussen | Application | Error | Utah Works | TIR Missed: No | TIR: | 1.19 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.19 |

| INC000000195807 | Noelle Bradford | Application | Error | None | TIR Missed: No | TIR: | 5.80 |
| Application Support - IVR | Janis Race-Bigelow | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 5.80 |

| INC000000195860 | Diane Pfeifer | Application | Error | DWS Capture | TIR Missed: No | TIR: | 0.09 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000195869 | Johnny Bedore III | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000195874 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: | 0.49 |
| Metro A Hosting | Chris Kunde | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: | 0.49 |

| INC000000195903 | Lisa Osborn | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| Incident | Reporter | Category | Type | Group | Assignee | Service | Priority | Status | TIR Missed | TIR | TTR Missed | TTR | Item |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000195904 | Gilberto Vigil | Application | Error | | | Utah Works | | | TIR Missed: No | TIR: | | | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195906 | Marty Przybyla | Application | Error | | | Cisco AnyConnect VPN Client | | | TIR Missed: No | TIR: | | | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195909 | Chris Cook | PC/Laptop | Performance | | | Internet Explorer | | | TIR Missed: No | TIR: | | | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195934 | Connie T Roberts | PC/Laptop | Error | | | Microsoft Windows XP Professio | | | TIR Missed: No | TIR: | | | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195936 | Debra Mace | Application | Error | | | Novell Client for 32-bit Windows | | | TIR Missed: No | TIR: | | | 1.46 |
| | Metro A Hosting | Chris Kunde | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 1.46 |
| INC000000195938 | Chris Cook | Telecom | Feature | | | None | | | TIR Missed: No | TIR: | | | 0.68 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.68 |
| INC000000195943 | Garth Anderson | Application | Password | | | Novell GroupWise | | | TIR Missed: No | TIR: | | | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195948 | Mary Ann Keefer | Network | Error | | | None | | | TIR Missed: No | TIR: | | | 0.28 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.28 |
| INC000000195959 | Glen Taylor | None | None | | | None | | | TIR Missed: No | TIR: | | | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195970 | Gilda Castillo | Application | Error | | | eFIND/eSHARE | | | TIR Missed: No | TIR: | | | 0.24 |
| | Application Support - EFIND | Trent Ady | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.24 |
| INC000000195972 | Briee Lenhart | Application | Error | | | DWS Web | | | TIR Missed: No | TIR: | | | 0.08 |
| | Application Support - APEX | Bonnie Snider | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.08 |
| INC000000195981 | Pamela Heal | Application | Error | | | Computerized Unemployment B | | | TIR Missed: No | TIR: | | | 1.52 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 1.52 |
| INC000000195991 | Dana Parke | Application | Error | | | JavaPC | | | TIR Missed: No | TIR: | | | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000195998 | Anna Larson | PC/Laptop | Error | | | None | | | TIR Missed: No | TIR: | | | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000196008 | Dana Simper | PC/Laptop | Error | | | None | | | TIR Missed: No | TIR: | | | 1.36 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 1.36 |
| INC000000196020 | Dana Simper | PC/Laptop | Error | | | None | | | TIR Missed: No | TIR: | | | 1.59 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 1.59 |
| INC000000196023 | Charles Amonett | Application | Error | | | Novell GroupWise | | | TIR Missed: No | TIR: | | | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | | | Resolved | TTR Missed: No | TTR: | | | 0.00 |
| INC000000196048 | Roseanna Bills | Telecom | Voice Mail | | | Telephone | | | TIR Missed: No | TIR: | | | 0.22 |
| | Voice Operations | Annette Nielsen | Workforce Services | Medium | | | | Resolved | TTR Missed: No | TTR: | | | 0.22 |

## Workforce Services

| INC000000196057 | David Anthony | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196060 | Christine Reyes | Mainframe | Password | BlueZone | TIR Missed: No | TIR: | 0.17 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.17 |
| INC000000196065 | Loggins Merrill | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196067 | Matthew Larson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196068 | Rebecca Farnsworth | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196087 | Jason Tolbert | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196099 | Steven L Rasmussen | None | None | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196105 | Peggy Duncan | Application | Error | None | TIR Missed: No | TIR: | 1.64 |
| Application Support - Web Dev | Dave Clark | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.64 |
| INC000000196107 | Dora Ward | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196118 | Lynn Thomas | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196124 | Dale Ownby | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196126 | Rebecca Farnsworth | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196140 | Lincoln Hansen | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196147 | Christian Ulberg | Application | Error | None | TIR Missed: No | TIR: | 0.35 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.35 |
| INC000000196186 | Kathleen Bounous | Application | Password | Novell Messenger | TIR Missed: No | TIR: | 1.10 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.10 |
| INC000000196192 | Ying Huynh | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 1.76 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.76 |
| INC000000196205 | Jackie Williams | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.24 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |
| INC000000196212 | Chelsey Merchant | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

**Workforce Services**

| INC000000196222 | Koral Vasquez | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196223 | Koral Vasquez | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196232 | Maryana Valles | Print/Copy/Scan/Fax | Queue | None | | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196233 | Amy Rindlisbacher | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 5.28 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 5.28 |
| INC000000196241 | Marilu Uribe | Application | Password | eFIND/eSHARE | | | TIR Missed: No | TIR: | 0.14 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.14 |
| INC000000196247 | Joe Salazar | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 3.08 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 3.08 |
| INC000000196248 | Liz Lobato | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196258 | Jennifer Roylance-Franco | Application | Reporting | Adobe Reader | | | TIR Missed: No | TIR: | 0.09 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.09 |
| INC000000196276 | Juan Lucero | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196278 | Melody Harkwright | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196303 | Debra Slotboom | Application | Error | Mozilla Firefox | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196306 | Evelyn Gonzales | None | None | None | | | TIR Missed: No | TIR: | 0.04 |
| Metro A Hosting | Chris Kunde | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.04 |
| INC000000196326 | Gary Williams | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196341 | Sharrif Dajany | Network | Error | None | | | TIR Missed: No | TIR: | 0.36 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.36 |
| INC000000196348 | Gregory Whittaker | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196366 | Lien Le | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 1.17 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 1.17 |
| INC000000196375 | Juan Lucero | Network | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.00 |
| INC000000196387 | Steven L Rasmussen | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 0.29 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: | 0.29 |

## Workforce Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000196397 | Lincoln Hansen | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196398 | Juan Lucero | Network | None | | None | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196422 | Aida Moreno | PC/Laptop | Virus | | Microsoft Office XP Professiona | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196429 | Jocelyn Juber | PC/Laptop | Performance | | None | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196451 | Illeen Beck | Application | Reporting | | Internet Explorer | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196483 | Melissa Presley | Network | Incident | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 1.56 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 1.56 |
| INC000000196484 | Bill Montague | PC/Laptop | Virus | | None | | TIR Missed: No | TIR: 3.14 |
| Rural Central Desktop Support | Todd Hardy | Workforce Services | Medium | | Resolved | | TTR Missed: No | TTR: 3.14 |
| INC000000196488 | Alana Boscan | Application | Error | | Computerized Unemployment B | | TIR Missed: No | TIR: 0.18 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.18 |
| INC000000196490 | Theresa Chief Eagle | PC/Laptop | Performance | | Microsoft Windows XP Professio | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196495 | Lonny Marchbanks | Application | Error | | Internet Explorer | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196496 | Doyle Bender | PC/Laptop | Performance | | Novell GroupWise | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196501 | Diana Apperson | Application | Error | | Public Assistance Case Manage | | TIR Missed: No | TIR: 0.38 |
| Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.38 |
| INC000000196503 | Connie Dumas | Network | Password | | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196511 | Lisa C Peterson | Application | Error | | Utah Electronic Resource and E | | TIR Missed: No | TIR: 0.03 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.03 |
| INC000000196540 | Roseanna Bills | Telecom | Voice Mail | | Telephone | | TIR Missed: No | TIR: 0.42 |
| Voice Operations | Annette Nielsen | Workforce Services | High | | Resolved | | TTR Missed: No | TTR: 0.42 |
| INC000000196540 | Roseanna Bills | Telecom | Voice Mail | | Telephone | | TIR Missed: No | TIR: 0.00 |
| Voice Operations | Annette Nielsen | Workforce Services | High | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196550 | Nancy Robison | PC/Laptop | Hardware | | None | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |
| INC000000196558 | Patricia Oneil-Smith | Application | Password | | Utah Works | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| INC000000196567 | Lauren Barker | None | None | None | TIR Missed: No | TIR: | 0.00 |
|---|---|---|---|---|---|---|---|
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196571 | Rob Luckau | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.11 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |
| INC000000196577 | Larry Sparks | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.83 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.83 |
| INC000000196585 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dan Barrett | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196596 | Bonnie L Kelsey | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.14 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000196603 | Marilyn Larsen | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196643 | Linda Wallentine | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.12 |
| Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |
| INC000000196649 | Kim Auberger | Application | Error | PGP | TIR Missed: No | TIR: | 0.13 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |
| INC000000196674 | Joe Edman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196680 | KRISTEN BINGHAM | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196681 | Merrill Black | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196687 | Melissa Daymont | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196697 | Karen Shepherd | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196725 | Diane Nielsen | None | None | None | TIR Missed: No | TIR: | 0.83 |
| Metro A Hosting | Tom Carney | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.83 |
| INC000000196726 | Carrie Papworth | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 1.72 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.72 |
| INC000000196737 | Debbie Sheldon | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196742 | Maryana Valles | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000196744 | Rene Meza | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.15 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.15 |

| Workforce Services |
| --- |

| Incident | Customer | Category | Type | Item | Status | TIR Missed | TIR |
| --- | --- | --- | --- | --- | --- | --- | --- |
| INC000000196746 | Kelly Green | Wireless Connectivity | Error | None | | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196747 | Viengsay Sundara | PC/Laptop | Error | None | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196750 | Ralph Laub | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196755 | Nicole Steele | Application | Error | Novell GroupWise 32-bit Windo | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196783 | Kerry Herrmann | Application | Error | None | | TIR Missed: No | TIR: 7.81 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: Yes | TTR: 7.81 |
| INC000000196799 | Nathan Dopp | None | None | Novell GroupWise | | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196810 | Garth Anderson | Application | Error | Utah Works | | TIR Missed: No | TIR: 0.35 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.35 |
| INC000000196815 | Melodee Williams | Network | Error | None | | TIR Missed: No | TIR: 0.13 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: 0.13 |
| INC000000196819 | Margie Mohler | Network | Error | None | | TIR Missed: No | TIR: 0.09 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.09 |
| INC000000196822 | Nate Olson | Network | None | None | | TIR Missed: No | TIR: 0.05 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: 0.05 |
| INC000000196822 | Nate Olson | Network | None | None | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196823 | Brenda Martin | Application | Error | Content Manager | | TIR Missed: No | TIR: 0.04 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.04 |
| INC000000196826 | Junie Anderson | PC/Laptop | Error | None | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196843 | Scott Williams | Application | Error | None | | TIR Missed: No | TIR: 0.03 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.03 |
| INC000000196868 | Terry MacFarlane | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 0.29 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.29 |
| INC000000196871 | Janet Romo | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: 1.96 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 1.96 |
| INC000000196878 | Michelle Deprizio | Application | Error | Utah Works | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000196886 | Rob Luckau | Application | Error | PGP | | TIR Missed: No | TIR: 0.08 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: 0.08 |

## Workforce Services

| INC000000196912 | Hina Parvez | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000196932 | Cindy Bertagnolli | Application | Error | None | TIR Missed: No | TIR: | 0.80 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.80 |

| INC000000196949 | Holly Savage | Application | Password | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000196953 | Clo Towers | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.40 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.40 |

| INC000000196957 | Nate Olson | Application | Password | Content Manager | TIR Missed: No | TIR: | 2.26 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 2.26 |

| INC000000196966 | Kimberly Rankin | Application | Password | Utah Works | TIR Missed: No | TIR: | 3.38 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 3.38 |

| INC000000196970 | Kelly Green | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.73 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.73 |

| INC000000196994 | Terry MacFarlane | None | None | None | TIR Missed: No | TIR: | 0.98 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.98 |

| INC000000196999 | Janice Bitsoie | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000197020 | Debbie Sheldon | Application | Error | None | TIR Missed: No | TIR: | 0.38 |
| Application Support - Web Dev | Chad Thompson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.38 |

| INC000000197041 | Connie Dumas | Application | Password | None | TIR Missed: No | TIR: | 0.48 |
| Metro A Hosting | Chris Kunde | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.48 |

| INC000000197052 | Loggins Merrill | Network | Password | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000197054 | Kendra Prince | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000197055 | Darren Fox | Application | None | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000197064 | Cindy Bertagnolli | Application | Error | None | TIR Missed: No | TIR: | 0.38 |
| Application Support - Web Dev | Luke Arabasz | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.38 |

| INC000000197068 | Shawna Gelhard | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.29 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.29 |

| INC000000197070 | Weston Miller | Telecom | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000197082 | Holli Turner | Telecom | Feature | None | TIR Missed: No | TIR: | 0.24 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.24 |

## Workforce Services

| Incident | Requester | Category | Type | Item | | Priority | | Status | TIR Missed | TIR |
|---|---|---|---|---|---|---|---|---|---|---|
| INC000000197088 | Marilyn Wallis | Application | Error | Utah Works Web Site | | | | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Jay Barfuss | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197095 | Laura Beckstrand | Application | Error | Novell Messenger | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197098 | Jackie Bryant | None | None | None | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Robert Wall | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197100 | Simone Ongoongotau | Application | Error | Utah Electronic Resource and E | | | | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Rod Montoya | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197103 | Joe Edman | PC/Laptop | Hardware | None | | | | | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Rod Montoya | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197119 | Milton Olsen | Application | Error | State Payroll Time Entry System | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197177 | Jeremy Robinson | Network | Password | Novell Client for 32-bit Windows | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197178 | Jeremy Robinson | PC/Laptop | Password | Microsoft Windows XP Profession | | | | | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Scott Jesienouski | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197199 | Kerry A Cole | Network | Error | None | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197237 | Bonnie L Kelsey | Application | Error | State Payroll Time Entry System | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Cindy Schroeder | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197243 | Jennifer Roylance-Franco | Remote Connectivity | Performance | None | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197246 | Anna Larson | Telecom | Voice Mail | Telephone | | | | | TIR Missed: No | TIR: 0.09 |
| Voice Operations | Annette Nielsen | | Workforce Services | | High | | | Resolved | TTR Missed: No | TTR: 0.09 |
| INC000000197246 | Anna Larson | Telecom | Voice Mail | Telephone | | | | | TIR Missed: No | TIR: 0.13 |
| Voice Operations | Annette Nielsen | | Workforce Services | | High | | | Resolved | TTR Missed: No | TTR: 0.13 |
| INC000000197256 | Kristin Brush | Application | Error | eFIND/eSHARE | | | | | TIR Missed: No | TIR: 0.82 |
| Application Support - UWORKS | Eric Strong | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.82 |
| INC000000197260 | Julie Labrum | Print/Copy/Scan/Fax | Incident | None | | | | | TIR Missed: No | TIR: 3.73 |
| Metro A Desktop Support | Robert Wall | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 3.73 |
| INC000000197263 | Jenny Kasteler | Application | Reporting | Mozilla Firefox | | | | | TIR Missed: No | TIR: 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000197286 | Jackie Bryant | Application | Error | DWS Web | | | | | TIR Missed: No | TIR: 0.93 |
| Application Support - CUBS | Clay Peacock | | Workforce Services | | Low | | | Closed | TTR Missed: No | TTR: 0.93 |
| INC000000197287 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | | | | | TIR Missed: No | TIR: 0.00 |
| Help Desk | Dan Barrett | | Workforce Services | | Low | | | Resolved | TTR Missed: No | TTR: 0.00 |

## Workforce Services

| INC000000197289 | Jared Price | Application | Reporting | | Content Manager | TIR Missed: No | TIR: | 0.22 |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.22 |
| INC000000197300 | Michael Parker | PC/Laptop | Password | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197304 | Diane Pfeifer | Network | Error | | None | TIR Missed: No | TIR: | 0.42 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: | 0.42 |
| INC000000197304 | Diane Pfeifer | Network | Error | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Medium | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197313 | Terry Evans | Application | Reporting | | Computerized Unemployment B | TIR Missed: No | TIR: | 1.72 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.72 |
| INC000000197332 | De Ette Richards | Network | Password | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197337 | Rebecca D Anderson | PC/Laptop | Performance | | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197345 | Kim Dinh-Nguyen | Application | Error | | Acrobat Reader | TIR Missed: No | TIR: | 0.87 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.87 |
| INC000000197388 | Diane Lovell | PC/Laptop | Hardware | | None | TIR Missed: No | TIR: | 1.20 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.20 |
| INC000000197389 | Jean Sykes | Application | Error | | Utah Works | TIR Missed: No | TIR: | 1.29 |
| Application Support - CUBS | Clay Peacock | Workforce Services | Low | | Closed | TTR Missed: No | TTR: | 1.29 |
| INC000000197411 | Amy Lowe | Network | Password | | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197413 | Kathy Hintze | None | None | | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197426 | Ashley Johnson | Application | Password | | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197436 | Tanner Jensen | Application | Error | | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197442 | Sandy Flores | Application | Reporting | | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197497 | Dominka Hajnova | Server | Error | | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197499 | Brittney Hemingway | Server | Error | | Utah Works | TIR Missed: No | TIR: | 0.96 |
| Metro A Hosting | Jeff Bartholomew | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.96 |
| INC000000197524 | Amanda Van Ausdal | Application | Error | | Utah Works | TIR Missed: No | TIR: | 1.47 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 1.47 |

## Workforce Services

| INC000000197525 | Ashley Baker | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.04 |
| INC000000197555 | Cheryl Whitney | Server | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197567 | Scott Johnson | Server | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197573 | Bill Eckenbrecht | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197575 | Nikki Cox | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.35 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.35 |
| INC000000197576 | Veronica Palomino | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197581 | Rebecca Murdock | Application | None | Acrobat Reader | TIR Missed: No | TIR: | 0.31 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.31 |
| INC000000197584 | Rebecca Bell | Application | None | None | TIR Missed: No | TIR: | 0.28 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.28 |
| INC000000197585 | Gloria De Vaca | Application | None | None | TIR Missed: No | TIR: | 0.24 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.24 |
| INC000000197588 | Lenora Enoah | Network | None | None | TIR Missed: No | TIR: | 0.21 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.21 |
| INC000000197592 | Valerie Martin | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.21 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.21 |
| INC000000197593 | Tamra Tyler | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197594 | Valerie Martin | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.20 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.20 |
| INC000000197598 | Vickie Tiley | Application | None | None | TIR Missed: No | TIR: | 0.19 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.19 |
| INC000000197621 | J'Lean Burton | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 2.63 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 2.63 |
| INC000000197632 | Misty Williams | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197648 | Jilaun Perfetto | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197653 | Remy Miller | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | | Resolved | TTR Missed: No | TTR: | 0.00 |

# Enterprise Incident Report

As of **10/4/2010**

**Workforce Services**

| INC000000197656 | Leslie Minaya | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197662 | Lisa Osborn | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197668 | Ginger Humphrey | Remote Connectivity | Error | None | TIR Missed: No | TIR: | 2.09 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.09 |
| INC000000197672 | Peggy Barton | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197678 | Pat Palmieri | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197682 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197688 | Dyanna Butterworth | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197696 | Anna Larson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197704 | Ashley Baker | Application | Error | None | TIR Missed: No | TIR: | 0.14 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |
| INC000000197705 | Josh Gregerson | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.22 |
| Voice Operations | Lois Schow | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |
| INC000000197746 | Amber Beck | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197748 | Joe Edman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197749 | Kelley R Meredith | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197754 | Joe Edman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197755 | Sherrie Reed | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.43 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.43 |
| INC000000197762 | Glenda Furlong | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 1.41 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.41 |
| INC000000197775 | Nancy Galt | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197787 | Kirsten Heaton | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

## Workforce Services

| INC000000197803 | Samantha Moseley | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197806 | Kathy Link | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197809 | Kerry Herrmann | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197816 | Sandra Pyper | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197817 | Samantha Spradling | Server | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.15 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |
| INC000000197869 | Ryan Burton | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.16 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |
| INC000000197881 | Angelyn Garff | Application | Error | Adobe Acrobat 9.0 Pro | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197889 | Lisa C Peterson | Application | Error | Adobe Media Player | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197903 | Kristen Floyd | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197920 | Marty Przybyla | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197951 | Chris S Allen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.17 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.17 |
| INC000000197952 | Chris S Allen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197955 | Sharon Smauldon | Application | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197956 | Grazyna Janeczko | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000197997 | Jennifer Domenici | Print/Copy/Scan/Fax | Toner/Fuser/Ink | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000198015 | Sandy Flores | Application | Password | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |